

WARRANTY

STRUCTURAL LIMITED LIFETIME WARRANTY – ENGINEERED PRODUCTS

We warrant to the original purchaser that its engineered pre-finished hardwood floors are free of any manufacturing defects. Manufacturing defects consist of: improper milling, grading, staining, or coating. Structural lifetime warranty means the hardwood flooring product will remain free from defects in lamination, assembly, milling, dimension, (see: Proper humidity conditions in installation instructions), and grading for as long as the original purchaser owns the home. Our warranty is only extended to hardwood floors maintained in a Normal Environmental conditions. Normal Environmental conditions are interpreted to mean that the heating, ventilation, humidification, dehumidification systems must be designed and working to create/maintain an interior relative humidity level (in the air), between 35% and 55% relative Humidity range, and a temperature range of 60 to 80° degrees Fahrenheit **ALL** year round, so as to create/maintain an average moisture content of 7% to 10% within the engineered wood floor. This is to ensure optimal dimensional stability and performance of us. It is the installer's responsibility to inspect each board **PRIOR** to the installation. Planks NOT visually and/or physically acceptable, (also as to grade or species), should be put to the side, and used in an acceptable location. Once the board is installed, it is NO longer in question as to its acceptability. If this board does NOT install properly, it is NOT to be used. Although improper installation voids this warranty, we reserve the right to replace planks that have cracked, splits and/or delaminated due to glue bond failure. If more than **5%** of the boards for the complete installation are unusable, return to us for replacement.