

Kenwood Hardwood Limited 55 Year Residential Warranty

This warranty will only apply to you if:

- 1) You are the original purchaser of the hardwood floor.
- 2) You have paid in full for your hardwood floor.

These warranties cannot be transferable or assignable and they do not apply to nonresidential, below grade, or commercial purchases/installations. Under no circumstances will the manufacturer be liable for any loss or damage arising from the purchase, use, or inability to use this product. The manufacture covers no direct, indirect, incidental, and or consequential damages under this warranty.

LIMITED 15yr MANUFACTURE DEFECTS WARRANTY

Occasionally, small flaws occur during transportation, cutting, etc., which do not necessarily preclude use of the board. These boards may be used for cuts required when installing the flooring, providing this does not affect the total footage calculated for the project. Faulty boards that are affected should not be used. Should the problem repeat itself over more than 7% of the total ordered floor, contact your retailer. We are not responsible for extra or incidental costs that occur in the replacement or repair of defective product. We will only cover the cost of the product that is being installed to replace the defective product. All other costs have to be covered by the purchaser.

LIMITED 55yr FINISH WARRANTY

We will warrant that under normal residential use and providing that our maintenance guidelines are followed, our finish will not wear through or peel off of the hardwood flooring for 55 years from the original purchase date. Gloss reduction is not considered wear through, and therefore is not covered under this warranty. This warranty only extends to wear areas that cover at least ten percent of the total surface area of the installed flooring. If the finish wears through or peels off the hardwood flooring manufacturer will, at our option, either replace the affected board or boards or recoat the affected board or boards.

COLOR / FINISH VARIATION EXCLUSIONS

All floors are intended to be unique in color and graining. Wood is a natural and living product

that will have variations in color, grain pattern, streaks and small knots from board to board. Open graining is not a defect and it is not warranted unless the finish is missing on the top of the board exposing unstained raw wood. Side and butt end bevels with exposed unstained raw wood are not covered in the finished warranty or any other part of this warranty. This is allowed due to the nature of the manufacturing process. Manufacturer cannot be held responsible for any variations in tone, which may occur on the boards of a same product, and the differences between samples and the products used during the sale process. Sunlight and UV rays can and will cause the staining, fading, gloss reduction and change color in wood flooring. Therefore, fading and discoloration due to exposure to sunlight and its UV rays are not covered by this warranty.

ACCLIMATION

Flooring should be acclimated in opened cartons in the environment in which it will be installed to allow for proper installation and "marriage" with the sub-floor and home. Acclimate the flooring for at least 48 hours (preferably 3-4 days) prior to installation. In addition, the heating or cooling system should be operating and controlled at for at least 48 hours before, during and maintained after installing.

INSTALLATION

Manufacture flooring must be installed according to our installation guidelines. Failure to install or use this product in accordance with the installation instructions will void the total warranty. Note: Popping and cracking sounds caused by depressions or voids in the sub floor are not covered under this warranty. HVAC systems have been fully operational at least 12 days prior to flooring installation, maintaining a consistent room temperature between 60 – 75 degrees F and relative humidity between 25 – 40%. This not only stabilizes the building's interior environment, but also is essential when acclimating hardwood flooring to the job site. If the relative humidity is not kept at a constant reading between 25 and 40% the warranty will be void. This is key to maintaining a quality floor for years to come.

MAINTENANCE

All maintenance must be in accordance outlined in this guide. Damage to the flooring such as dents, scratches, or dulling of the finish is not covered. Wet or damp-mopping your floor with water or other substances or neglect or abuse of the hardwood floor, including but not limited to not taking proper precautions to protect furniture legs and feet with protective pads to reduce scratches and dents, will also invalidate this warranty.

RADIANT HEATED FLOORS

Installation over radiant-heating floor systems are not recommended and will void this warranty.

BEFORE INSTALLATION

Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. It is the installer's responsibility to check color, finish, and quality before installation. If your installer is not satisfied with our flooring prior to installation, do not install the floor and contact the retailers where the floor was purchased. Manufacturer is not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.

LIMITATIONS

This warranty shall not apply to loss or damage arising from any of the following:

- Indentations, scratches, or damage caused by negligence, water, sand, and abuse, including, but not limited to, leaking or broken plumbing, fire, flood, earthquake or standing water during or after construction.
- Surface checking resulting from low relative humidity.
- Mildew or discoloration resulting from extreme sub-floor moisture.
- Failure to follow manufacturer's installation instructions.
- Poor installation workmanship.
- Improper care and maintenance.
- Improper storage or handling of the flooring.
- Man-made or natural disasters
- Improper preparation of or deficiencies in the subfloor/floor joist assembly including, but not limited to, excessive floor deflection, uneven or irregular subfloor surface (particularly at the joists) or voids in the sub floor.
- Defects or failures of other manufacturers' products at the sub floor assembly including, but not limited to, sub floor material, fasteners, patching, or leveling compounds, adhesives, or other coverings.
- Insect infestation after shipment from the factory.
- Neglect or abuse including, but not limited to, not using protective plywood when moving heavy objects or appliances and having dirty or improper casters.
- Spiked and/or damaged heels and pet claws.
- Dents or scratches in the flooring caused by furniture, appliances, casters, or normal foot traffic.
- Falling or dropped objects, which can dent or fracture the flooring or finish.
- Non-factory applied finishes (by the owner or installer) including, but not limited to, refinishing or recoating.
- The normal wearing of the finish in high traffic areas, pivot-points, and seating areas.

This warranty gives you specific rights. You may have other rights under state law. Your rights and the limitations described above may vary from state to state. It is therefore important to retain this warranty information.

Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. It is the installer's responsibility to check color, finish and quality before installation. If your installer is not satisfied with our flooring prior to installation, then do not install the floor and contact us right away. We are not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.

Occasionally, small flaws occur during milling, finishing, transportation, cutting, etc., which do not necessarily preclude use of the board. Many manufactures allow a percentage of the floor to have manufacture and or product defects which will not be covered by the warranty in most cases it is between 5 to 7% of the total sq.ft ordered depending on the manufacture in question. Please review the warranty before ordering to make sure you have order enough product to complete your room. A good guide for ordering your floor is to allow 5% for defective material and 5 to 9% in installation wastage, if you order 10 to 14% more sq.ft you should have enough to complete your project.