

Woodstock

25 Year Residential Limited Warranty

This warranty will only apply to you if:

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

This warranty cannot be transferable. Under no circumstances will the manufacturer be liable for any loss or damage arising from the purchase, use, or inability to use this product. Manufacture covers no direct, indirect, incidental, and/or consequential damages under this warranty.

LIMITED 25 Year 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 flooring for 25 years from the original purchase date.

Gloss reduction is not considered wear through, and 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 flooring, we will, at our option, either replace or recoat the affected board or boards.

MANUFACTURE DEFECTS

Occasionally, small flaws occur during transportation, cutting, etc., which do not necessarily preclude use of a board. These may be used for cuts required when installing the flooring, providing it does not affect the total footage calculated for the project.

Faulty boards that are affected should not be used. If 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.

COLOR / FINISH VARIATION EXCLUSIONS

All floors are intended to be unique. Wood is a natural and living product that will have many variations in color, grain pattern, streaks and small knots from board to board. Color variations are not a defect and it is not warranted. We 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.

Side and butt end bevels with exposed unfinished 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.

Sunlight and UV rays can and will cause the staining, fading, gloss reduction, and change color in wood flooring even with anti UV agents. Therefore, fading and discoloration due to exposure to sunlight and its UV rays are not covered by 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, then DO NOT install the floor and contact the retailers where the floor was purchased. We are not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.

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 4-8 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

Flooring must be installed according to our installation guidelines. These guidelines can be found inside each carton of our product, on our web site, or by contacting the retailer you purchased from. Failure to install or use this product in accordance with the installation instructions will void the total warranty.

A HVAC system must be fully operational at least 14 days prior to flooring installation, maintaining a consistent room temperature between 60 – 75 degrees Fahrenheit and relative humidity between 25 – 38%. This not only stabilizes the building's interior environment, but also is essential when acclimating flooring to the job site. If the relative humidity is not kept at a constant reading between 25 – 38%, it will void the warranty. This is key to maintaining a quality floor for years to come.

Note: The relative humidity must be kept at a higher level than this is when used with an in-floor heating system. Please read the installation guide for the right percentage.

MAINTENANCE

All maintenance must be in accordance with what is 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 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.

FINAL INSPECTION

After the floor has been cleaned, inspect the floor for nicks, scratches, gaps, or planks that may have moved during installation. Also check for any other imperfections that need attention. Touch-up nicks and scratches with touch-up products.

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, handling of the flooring

Manmade or natural disasters

Improper preparation of or deficiencies in the sub floor/floor joist assembly, including but not limited to excessive floor deflection, uneven or irregular sub floor surface (particularly at the joists), or voids in the sub floor

Defects or failures of other manufacturer's 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. This can dent or fracture the flooring or finish

Non-factory finishes applied by the owner or installer, including but not limited to refinishing or re-coating

The normal wearing of the finish in high traffic areas, pivot-points, and seating areas Molding and commercial applications are not covered

NOTE: Cabinets and other appliances have to be installed before the installation of the flooring. They cannot be installed on top of the flooring. Pre-finished floors should be installed at the same time as carpets and AFTER finishing the walls to prevent damage from paint, drywall dust, wallpaper adhesives and other materials.

By not following these points will void all warranties on this product.

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.

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 becovered 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 guideordering 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.