



ENGINEERED WOOD LIMITED WARRANTY

We warrant our floor products to be free from manufacturing defects for a specified length of time from the date of purchase as set forth below.

Collection	Limited Residential Warranty	Limited Commercial Warranty	Limited Defect Free Warranty
Engineered	50-year pro-rated wear-through	5-year pro-rated wear-through	1 year

EXCLUSIVE DEFECT FREE LIMITED WARRANTY

We provide a one (1) year Limited Warranty that the product is free of any manufacturing defects. If such products are found to be defective, we will supply new products of the same or similar style, size, color, grade and gauge for repair or replacement of the defective area and will pay reasonable labor cost if it was professionally installed. Non defective products that were damaged by improper installation would not constitute a valid claim under this Limited Warranty. We reserve the right to inspect any claim, request photographs and/or samples and dispatch an independent inspector prior to approving such claim.

WEAR-THROUGH LIMITED WARRANTY

Your floor is protected with a wear layer. We warrant that there will be no wear-through of the wear layer for the amount of years indicated for the specific product. "Wear-through" means complete loss of the wear layer so that the wood layer is changed or affected. This Limited Warranty only applies provided the recommended installation and maintenance procedures are followed. For complete details on the installation instructions and maintenance guidelines, please contact us.

Terms of wear-through limited warranty

Within One Year— If a defect covered by this warranty is found and reported in writing within one year of purchase, We will supply new flooring material of similar color, pattern, and quality to replace the defective area. We will also pay reasonable labor costs if professional installation was paid for when the floor was originally installed.

Within Two Years — If a defect covered by this warranty is found and reported in writing after one year but within two years of purchase, we will supply new flooring material of similar color, pattern, and quality to replace the defective area. We will also pay fifty (50%) percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

After Two Years — If a defect covered by this warranty is found and reported in writing after two years but within the warranty period specified above, as applicable, we will supply new flooring material of similar color, pattern, and quality to replace the defective area. We will not pay labor costs.

Any claim under this Limited Warranty must include a claim form properly filled out accompanied by a dated proof of purchase or invoice. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.



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EXCLUSIONS TO LIMITED WARRANTY

- You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. We will not be responsible for any claim for product installed with visual defects.
- Dissatisfaction resulting from unsatisfactory installations due to the presence of excessive alkali, moisture or hydrostatic pressure in subfloors is not warranted.
- Dissatisfaction due to improper installation or maintenance. For additional information for proper installation and maintenance, please contact us.
- Damage caused by fire, flood, moisture intrusion caused by emissions from subfloor, intentional abuse, damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, chairs or other furniture not using proper floor protectors or caster wheels, and cutting from sharp objects, asphalt staining and staining from rubber mats, surface scratches, changes in color or sheen appearance when exposed to a natural light source, exterior application or loss due to inconvenience, loss of time, incidental expenses or consequential damages.
- Color variations between samples or printed illustrations and the actual production runs.
- Discoloration due to use of rubber-backed mats, coco-fiber mats, solvent-based polishes or cleaners, or asphalt tracked in from driveways or parking lots.
- Reduction of gloss from use.
- Residential or Commercial installations with heavy wheeled vehicle traffic that permanently indents or damages the flooring.
- This warranty is void if prior to installation the floors are not acclimated to room temperature (between 60°F and 80°F) at job site for 48 hours with a 35-55% relative humidity or floors are not continuously maintained at such temperature/Humidity.

This limited warranty is made solely to the original purchaser of flooring products and is not transferable under any circumstances. This limited warranty is expressly in lieu of any other expressed warranty whether oral or written. No representative, employee, or agent, or any other person, is authorized to assume any additional liability or responsibility in connection with products. Consequently, agents, employees, distributors, and dealers are not authorized to make modifications to this limited warranty, or additional warranties. Accordingly, additional statements such as advertising or presentations, whether oral or written, do not constitute warranties and should not be relied upon.

IMPLIED WARRANTIES OF MERCHANTABILITY ARE LIMITED TO A PERIOD OF ONE YEAR FROM THE DATE OF PURCHASE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. IN ANY CASE, NATU SHALL NOT BE LIABLE FOR SPECIAL, CONSEQUENTIAL, INDIRECT OR OTHER DAMAGES ARISING FROM BREACH OF LIMITED WARRANTY, BREACH OF CONTRACT, NEGLIGENCE OR OTHER LEGAL THEORY EVEN IF NATU OR ITS AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.