

Alton Bay Plank Grade Warranty

Finish Warranty

The manufacturer warrants, to the original purchaser, that its prefinished surface layer will not wear through to the wood for 25 years from the date of purchase (with receipt as proof of purchase), when used under **normal residential traffic conditions**. This warranty covers solid wood flooring prefinished with a UV-cured urethane finish containing aluminum oxide.

Limited Liability

In the event of a defect in the finish, the manufacturer, at its sole option, to the original purchaser, within the warranty time limits as outlined elsewhere in this warranty summary, will repair, refinish or replace such portion with the same product or another product of equal value up to the amount equal to the original purchase price.

In the unlikely event the manufacturer is unable to correct the failure after a reasonable number of attempts, they will refund, if requested, the purchase price for the affected portion of flooring.

Warranty Exclusions/Limitations

Hardwood flooring, being a natural product, will continue to expand and contract through normal heating and non-heating seasons. Properly installed solid hardwood floors may consequently experience some minor separation between boards at different times during the year. If minor separations do occur, they are not covered by this warranty. The relative humidity of the home must be maintained at a constant 40% throughout the year.

The warranty applies to the finish only if used in residential applications for normal personal and family use.

The manufacturer's warranties do not cover indentations, scratches or damages caused by negligence, liquid spills, moisture, erosion, pets, insects, spiked heel shoes, pebbles, sand or other abrasives, or damage caused by sharp objects.

The warranty does not apply to any problem with the finish caused by the sub-flooring or structure of building.

The manufacturer is not responsible for any defect in the finish caused by defects/character marks in the wood flooring to which it is applied.

Failure to follow relative humidity requirements, improper maintenance, wet mopping, insufficient protection from furniture or other objects, misuse or improper alterations of the original product, will void the warranty.

Normal exposure to sunlight will cause subtle changes in the shading of any hardwood floor as it ages. Area rugs and furniture should be moved occasionally, as they block sunlight and may give the appearance of discoloring underneath. This is not a product defect.

The use of matching putty during an installation should be considered a usual and common practice to fill small defects in the finished floor. Due to the natural character and variation in wood, up to 5% of each carton of material may contain natural or milling defects which need to be cut out, filled, or installed in a less noticeable location such as a closet or near a perimeter wall. ***If material with visible or obvious defects, incorrect color or unsatisfactory grade is installed, neither labor nor material will be covered under this warranty. Responsibility for final inspection and approval rests with the installer and/or homeowner.***

This writing is the complete and exclusive statement of the warranty, and is in lieu of all other express and/or statutory warranties. The manufacturer assumes no liability for incidental or

consequential damages. However, some provinces and states do not allow the exclusion of limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that may vary from one location to another. The sole remedy provided herein is the repair, refinish, or replacement of defective products. No warranties apply to any product or products designated as seconds, economy grade, rustic or nonstandard items. Any products so designated are sold "as is".

Claims

All claims for defects in the finish must be submitted in writing and sent registered mail to your dealer. Claims must be filed within the warranty coverage period and information verifying date of purchase will be requested.

All claims must include a detailed description of the problem or defect. The dealer will then be responsible for dealing with the manufacturer in order to resolve the problem with the finish. The manufacturer reserves the right to have a designated representative inspect, examine and test the product and installation environment.