

ENGINEERED HARDWOOD FLOORING WARRANTY 6.2024

RESIDENTIAL WARRANTIES

Your hardwood flooring is produced from the finest raw materials and manufactured with the highest quality control standards and is produced according to strict manufacturing and environmental standards. Our confidence in this product is reflected by the extension of this full lifetime structural and limited finish warranty to the original purchaser of the flooring under normal and ordinary residential use.

PRE-INSTALLATION WARRANTY

Manufacturer warrants that this product is free of defects and exceeds industry standards. You and/or your installer should carefully inspect each plank before installation. Any uncut planks that appear to have defects should not be installed, and quantities over the 5% defect tolerance can be returned to the original place of purchase for replacement at no cost to you. If a defective board is installed, manufacturer will not pay cost of labor for repair or replacement of defect.

Wood is a natural product, containing natural variations in color, tone, and grain. We do not warrant against natural variations in color within the floor or variations between samples and the installed floor.

LIFETIME STRUCTURAL WARRANTY

Each hardwood flooring plank is manufactured using the most advanced technology available. We guarantee that this product is free from defects in lamination and milling and will remain free of these defects under normal and ordinary residential use for as long as you own your residence. In the unlikely event of delamination, warping, or cupping of the product because of manufacturing defects, Manufacturer will replace or repair the defective flooring pieces at no cost to you. This warranty applies only to the original purchaser for residential installations, provided the recommended installation and maintenance guidelines are followed.

FINISH WARRANTY

Your new hardwood flooring finish is warranted against wear through for the amount of years indicated under normal and ordinary use. Your specific product finish warranty will appear on the carton, our website, or other product literature at the time of purchase. This warranty applies only to the original purchaser as designated in residential or light commercial installations, provided the recommended installation and maintenance guidelines are followed.

ENVIRONMENTAL WARRANTY

All components of your hardwood flooring are chosen for their responsible environmental impact. Your flooring is compliant with EPA TSCA Title VI formaldehyde emissions and indoor air quality regulations. The species used in the manufacture of your flooring comply with all local, federal, and international laws and are harvested in accordance with the Lacey Act, Phase VII.

EXCLUSIONS TO WARRANTY

The following will void this warranty:

- Dissatisfaction or damages caused by improper installation, improper adhesive, improper or insufficient maintenance.
- Damage caused by excessive moisture, mold, mildew, alkali, or hydrostatic pressure.
- Damage to surrounding structure, walls, subfloor, fixtures, furniture, moldings, trims, heating elements, or anything that is not the floor plank.
- Damage resulting from floods, plumbing or appliance leaks, exposure to standing water, and/or intentional abuse.
- Damage caused by smoke, fire, or other casualty.
- Damage caused by negligence, improper use or abuse to include scuffs, scratches, indentations, gouges, cuts, burns, stains, or damage from heavy objects or abrasive materials.
- Damage or stains from rubber-backed or cocoa-fiber mats.
- Damages resulting from lack of or improper furniture protection, rolling caster chairs, or rolling loads.
- Natural wood characteristics, such as mineral streaks, knots, grain variation, or pin holes.
- Expansion or contraction of the floor due to seasonal changes.
- Natural color changes from exposure to light or sunlight.
- Loss of gloss from normal and ordinary wear.
- Insect Infestation. This warranty does not cover any insect infestation after the product has left the factory.
- Flooring installed outside or installed other than its intended use.
- Downgraded Product. Warranty does not apply to any products designated or sold as B-grade, Cabin grade, Seconds, Tavern, or which is sold "as is".

Manufacturer excludes and will not pay consequential or incidental damages under this warranty. Repair, refinish, or replacement of flooring material is the sole remedy. This warranty does not include the cost of labor if the flooring is installed by persons other than professional installers. A professional installer is one who is certified by the NWFA or has been contractually commissioned by an authorized floor covering retailer. There are no other warranties, including merchantability or fitness for a particular purpose, expressed or implied other than those listed within this warranty. This warranty will not be deemed to have failed its essential purpose while manufacturer is willing to repair or replace defective goods. This limited warranty is made solely to the original purchaser and is not transferable under any circumstances. Some states do not allow the exclusion or limitation of incidental or consequential damages and therefore, this exclusion may not apply. This warranty gives you specific legal rights, which may vary from state to state.

EarthWerks is a division of UCX Flooring, 10850 Train Court, Houston, Texas

To obtain service under the provisions of this warranty, contact the dealer where originally purchased.

You may also contact UCX Flooring at 800-929-1222

Revised 6.2024