

# Latitudes 7.5

## WARRANTY | HARDWOOD

### LIMITED LIFETIME STRUCTURAL WARRANTY / LIMITED 25 YEAR FINISH 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, including a licensed professional installation company; and 3) you have purchased the floor for your own personal residential use and not for resale. This warranty cannot be transferable or assignable and they do not apply to non-residential, below grade, rental 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. Manufacturer covers no direct, indirect, incidental and or consequential damages under this warranty.

#### LIMITED LIFETIME STRUCTURAL WARRANTY

This engineered flooring construction helps control expansion and contraction caused by seasonal changes in humidity and temperature. This type of construction makes one of the most durable floors on the market. If our floor should ever have separation and or delaminating between the layers in a normal maintained humidity range, we will at our option, repair the board or boards; replace the board or boards that are affected.

#### LIMITED 25 YEAR FINISH WARRANTY

We will warrant that under normal residential and providing that our maintenance guidelines are followed, that 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, therefore is not covered under this warranty. This warranty only extends to wear areas that cover at least 10% 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 the affected board or boards; recoat the affected board or boards.

#### MANUFACTURER DEFECTS

Occasionally, small flaws occur during transportation, cutting, etc., which do not necessarily preclude use of the board. These 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.

#### COLOR/FINISH VARIATION EXCLUSIONS

All natural floors are intended to be unique in color and graining, hardwood 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. 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.

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. 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.

#### INSTALLATION

Hardwood flooring must be installed according to our installation guidelines. These guidelines can be found inside each carton of our product or can be found on our website 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.

**NOTE:** Popping and cracking sounds caused by depressions or voids in the subfloor are not covered under this warranty.

#### 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 subfloor moisture.
- Failure to follow manufacturer's installation instructions.
- Poor installation workmanship.
- Improper care and maintenance.
- Improper storage, 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 subfloor.
- Defects or failures of other manufacturers' products at the subfloor assembly including, but not limited to, subfloor 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, 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.
- 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, dry wall 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.

### **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 retailer 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**

Controlling wood moisture content is critical for success. Acclimate the new flooring inside the home in consistent indoor temperatures of 60°-75° F and indoor humidity levels of 30%-50% for approximately 72 hours or until the difference between the moisture of the wood subfloor and wood flooring does not exceed 2%. Continue to acclimate the flooring until you meet these requirements. The length of the acclimation time is not the determining factor.

The goal of acclimation is to reach a balance between the core of the new flooring with its surroundings before assembly, fastening or installation. Acclimation is the responsibility of those overseeing the project. Not following the above recommendations can negatively impact board performance and can result in excessive movement, squeaks, board gapping, board-edge cupping, finish and other related issues.

### **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 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.

**Contact your flooring retailer with questions or concerns regarding your flooring purchase.**