

## **LIMITED RESIDENTIAL AND COMMERCIAL WARRANTIES**

The warranties described below are given to the original purchaser only and are subject to the procedures, limitations, disclaimers and exclusions set forth herein. These limited warranties are not transferable. The warranties cover only approved products as recommended by Allwood Import, LLC (Allwood) and are effective on flooring products described below purchased after January 1, 2000.

### **LIMITED LIFETIME STRUCTURE WARRANTY**

Allwood warrants its hardwood, bamboo and cork flooring products, in their original manufactured condition, to be free from defects in lamination, milling and dimension for as long as the original purchaser owns the floor. Allwood additionally warrants that the flooring will not delaminate when properly installed and maintained according to Allwood's installation instructions and maintenance guidelines.

### **LIMITED FINISH WARRANTY FOR 25 YEARS**

Allwood warrants to the original purchaser that the finish on Allwood factory finished flooring products, from the date of purchase, when used under normal residential traffic conditions, as applicable, will not wear through or separate from the wood for the lesser of 25 years or as long as the original purchaser owns the home where the Allwood flooring is installed. On commercial applications, Allwood warrants to the original purchaser that the finish on Allwood factory finished flooring products, from the date of purchase, when used under normal commercial traffic conditions, as applicable, will not wear through or separate from the wood for the period of 5 years.

### **RADIANT FLOOR HEATING**

Allwood additionally warrants that all its engineered hardwood flooring products, engineered classic bamboo products and solid Bamtastic products, when installed on a radiant heated concrete subfloor, with subfloor surface temperature not exceeding 85°F, will not buckle, cup or warp for as long as the original purchaser owns the floor when properly installed and maintained according to Allwood's installation instructions and maintenance guidelines. Allwood does not warrant products installed over electric pads. Since hardwood, bamboo and cork flooring are natural products, which will continue to expand and contract through heating and non-heating seasons, the floors may consequently experience some dimensional changes such as separation between the boards at different times during the year. If such dimensional changes occur, they are not considered product defects and are not covered by this warranty.

### **ALLWOOD WARRANTY PROTECTION MEANS**

If, in the unlikely event any portion of your floor should fail with respect to the provisions of these warranties, Allwood, at its sole option, to the original purchaser, will replace the defective material (no labor) at no cost to the original purchaser, with the same product or another product of equal value. In the unlikely event Allwood is unable to replace the material, Allwood will refund, if requested, the purchase price for the material for that portion of the floor that fails. Allwood shall not be liable for any incidental or consequential costs, expenses or damages including, but not limited to, removal or damages to moldings, cabinets, appliances associated with any repair or replacement of any flooring products. If the problem is not resolved within 30 days, please contact us no later than 60 days from the date you discovered the problem with your floor.

To file a claim, first contact the Allwood distributor/dealer where the original purchase was made. All claims must also be filed within the warranty coverage period, and information verifying date of purchase will be required. Retain your sales slip for your record. Allwood reserves the right to have a designated Allwood representative inspect the floors and remove samples for technical analysis.

No installer, retailer, distributor or agent, or employee of Allwood, has the authority to alter the obligations or limitations of any Allwood warranty.

### **SOURCES OF ADDITIONAL INFORMATION**

Sources of additional information regarding the installation and maintenance of Allwood flooring products can be found in the installation instructions and maintenance guidelines, which are included in every carton, or on our website: [www.allwoodgrp.com](http://www.allwoodgrp.com). By following all recommended installation and maintenance procedures as specified by Allwood, you will assure yourself the maximum enjoyment of your Allwood floor.

## **WARRANTY DISCLAIMERS**

Naturally occurring wood characteristics such as variations in grain, color, mineral streaks, and knots, are not considered defects. Color variations in hardwood, bamboo and cork flooring are natural occurrences due to species, age and character of flooring as well as exposure to UV light or sunlight. For these reasons, new or replacement flooring may not match display samples or existing flooring exactly. Allwood is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and moldings.

Normal exposure to sunlight will bring about changes in the shading of any hardwood, bamboo or cork floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.

It is the responsibility of the installer and/or the homeowner to inspect the floor boards prior to installation. Allwood accepts no responsibility for costs of product or labor when boards with visible defects have been installed.

Damage due to water or moisture including, but not limited to, damage resulting from broken or leaking pipes, wet mopping, or weather conditions or natural disasters, is excluded from Allwood warranties.

Installations must be performed in accordance with all Allwood installation instructions. Hardwood, bamboo and cork flooring, however, being natural products, will continue to expand and contract through heating and non-heating seasons. The floors may consequently experience some dimensional changes such as separation between the boards at different times during the year. If such dimensional change occurs, it is not considered a product defect and is not covered by this warranty.

## **WARRANTY EXCLUSIONS**

Allwood warranties do not cover indentations, scratches, stains or damages caused by negligence, fire, water, moisture, excessive heat or excessive dryness, pebbles, sand, or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, wet mopping, insufficient protection, improper alterations of the original manufactured product. Color and grain variations are naturally occurring in wood, bamboo or cork and are not covered by Allwood warranties. Damages caused by improper storage, acclimation, installation or maintenance will not be covered under warranty.

Allwood warranties do not cover the floor's natural expansion and contraction resulting in dimensional change such as separation between boards or damage caused by low or excessive humidity. No warranties apply to any product or products designated as thrift, antique, tavern, bargain or cabin grades, seconds, economy grade, or non-standard items. Any product or products so designated are sold 'as is'. This writing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all other express and/or statutory warranties by the manufacturer, to the extent provided by law. There are no implied warranties extending beyond the terms of this warranty. Allwood assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion or 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 vary from state to state. The sole remedy provided herein is the repair, refinish or replacement of defective products, or refund for defective products.

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