



OIL FINISH HARDWOOD WARRANTY

The following limited warranty does not apply to other LW product lines that are covered by their own warranties.

This warranty is given to the original retail purchaser only and is not transferable to other parties. It covers only approved product applications as recommended by LW Flooring.

All pre-installation guidelines, installation procedures, floor care, and maintenance must be in accordance with LW Flooring instructions and the guidelines established by the National Wood Flooring Association (NWFA).

Structural warranty

Residential use – Lifetime structural warranty - applies for normal, residential use only

LW Flooring warrants products in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension, and grading, for as long as the original purchaser owns the installed hardwood flooring product.

Light commercial use – 25-year structural warranty – applies for normal, light commercial use only

LW Flooring warrants products in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension, and grading, for twenty-five years from the date of purchase.

Finish

Natural oil finish

- It is the responsibility of the retail purchaser to ensure that proper care and maintenance is conducted to maintain the original beauty of this product.
- Proper care and maintenance is the key to ensuring that your floors remain aesthetically pleasing for years to come. Floors with a natural oil finish contain penetrating hardening oil that is designed to protect the floor without an actual surface film on top of the wood. As such, there is no finish layer on this product and therefore, there is no warranty extended for the finish of this flooring.

UV oil finish

- It is the responsibility of the retail purchaser to ensure that proper care and maintenance is conducted to maintain the original beauty of this product.
- Proper care and maintenance is the key to ensuring that your floors remain aesthetically pleasing for years to come. UV oil contains primarily cold pressed vegetable oils and aromatic hardening oils that penetrate into the wood surface and, after curing, form a protective and permanent coating that penetrates into the wood. While this bonding process creates a protective layer, there is no separate finish layer on this product and therefore, there is no warranty extended for the finish of this flooring.

Manufacturer Inspection Rights and Claims

LW Flooring shall be allowed a reasonable time to inspect any hardwood flooring product claimed to be defective.

General Terms and Conditions

- The liability of the manufacturer under this warranty shall be limited to the actual replacement cost of material and reasonable labor only.
- Incidental or consequential costs associated with the repair or replacement of a damaged flooring product are not the responsibility of LW Flooring.
- New or replacement hardwood flooring required to settle a claim is not guaranteed to match the existing installed hardwood flooring or retailer display samples.

- The manufacturer is not responsible for matching the hardwood flooring to other wood products, such as cabinets, stair railings, trim, and moldings.
- No other warranties expressed or implied are made including merchantability or fitness for any particular purpose.
- Under no circumstances shall LW Flooring be liable for loss or damage associated with special, indirect, incidental or consequential damages.
- No installer, retailer, agent or employee of LW Flooring has the authority to increase or alter the obligations or limitations of this warranty.

This warranty shall be governed by, construed, and enforced by the laws of the State of Florida. Buyer or any derivative claimant, hereby irrevocably submits to the jurisdiction of any Florida or Federal Court sitting in Alachua County, Florida over any action or proceeding arising out of or relating to this Warranty or the Products purchased hereunder and agrees that all claims in respect of such action or proceeding may be heard and determined exclusively in any such court.

Replacement/Repairs

LW Flooring reserves the right to repair any floors and/or use its own source to obtain an installer for replacement flooring. You are responsible for clearing any items placed over the affected areas subsequent to the original installation. If there is a concern that is covered within the warranty and it does not exceed 5% of the installed floor, LW Flooring will repair or replace the affected planks only. In the event that LW Flooring repairs a floor, this warranty shall remain effective on this floor.

Conditions

This limited warranty is made subject to the following conditions:

- The flooring must only be used indoors.
- The surface wear must not have occurred as a result of incorrect maintenance or accidents such as damage caused by scratching, impact, and cutting.
- The surface wear must be readily visible (approximately 10% of the installed floor). Gloss reduction is not considered surface wear.
- LW warrants its products are free from manufacturing defects in lamination, milling, and assembly for as long as you own it.
- LW also warrants that its products will not buckle, cup or warp when properly installed and normal humidity in the home (40%-60%) is maintained according to LW recommended procedures.
- Wood is a natural product; variations in its grain pattern, color and/or texture are normal and are not considered defects and no warranty shall apply to those. The warranty will not apply to the natural color changes which occur in wood over time.
- As a product of nature, hardwood flooring will continue to expand and contract through normal heating and non-heating seasons. Properly installed hardwood floors may consequently experience a slight separation between boards at different times during the year. If such normal expansion and contraction occur, it is not covered by this manufacturer's warranty.

Warranty Exclusions

*This warranty **DOES NOT** cover the following:*

- Failure to perform required pre-installation job site testing and preparation.
- Failure to inspect and approve the hardwood flooring product prior to installation.
- Failure to install the hardwood flooring per manufacturer requirements and NWFA guidelines.
- Failure to remove excess flooring adhesive and/or tongue and groove glue during installation.
- Failure to care for and maintain flooring per manufacturer requirements.
- Failure to maintain a consistent indoor temperature of 65°- 85° F and relative humidity levels of 35%-60% at all times for the life of the hardwood installation.
- Damages arising from accidents, negligence, abuse, or abnormal wear.

- Damages due to water saturation or exposure to extreme heat, dryness, harsh chemicals and industrial or cleaning products not for use with hardwood flooring.
- Damages due to excessive ground or concrete moisture caused by natural weather conditions, *including but not limited to*, rainfall, hurricanes, tornadoes, flooding and/or other natural disasters.
- Damages due to an earthquake or other shifting of the ground.
- Damages due to insect infestation after the product has left the manufacturer.
- Damages due to improper flooring finish work, *including but not limited to*, oil or stain application, sanding or refinishing after hardwood installation.
- Damages due to the use of adhesive or tape on the flooring surface.
- Damages due to the use of harsh chemicals, *including but not limited to*, acetone, paint thinner, alcohol or other cleaning products not suitable for hardwood floors.
- Damages due to wet mopping, steam/steam cleaners or power scrubbing machines.
- Damages due to body lotion or cosmetics coming in contact with the flooring surface.
- Scratches or stains caused by domestic pets or other animals.
- Floor color changes due to direct and indirect sunlight or other UV light exposure.
- Mechanically fastened products are not warranted against squeaking or popping sounds.
- Flooring purchased online or sellers not authorized to sell LW Flooring products.

This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and /or implied warranties. LW assumes no liability for incidental or consequential damages. 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 or replacement of defective products.