



15 Years of Limited Warranty

These warranties, which begin from the date of purchase, apply to products used in dry residential applications. 15 year warranties apply for as long as the original purchaser owns and resides in the home where the product was installed.

What the Made of Wood Ltd Warranty covers:

- **15 Years Finish and Wear Warranty** – Made of Wood Ltd warrants to the original purchaser that its finish surface will not peel off or wear through for the indicated period of time, from the date of purchase.

- **Lifetime Structural Integrity Warranty** – Made of Wood Ltd warrants these solid & engineered hardwood products in their original manufactured conditions to be free from defect in material and workmanship including assembly dimension and grading.

Note: Hardwood flooring is a natural product that will continue to expand and contract during seasonal and temperature changes. Products may experience separation between boards when properly acclimated and installed. If separations do occur, they are not covered by this warranty.

What you should do if any of the above listed problems occur and you need warranty service:

You - the original retail customer - should notify Made of Wood Ltd no later than 30 days after discovering the defect but within the time period of the applicable limited warranty. You the original retail customer must present following items for a warranty claim to be considered:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase
- A description of the problem and/or a photograph/sample that clearly shows the warranty problem.

What Made of Wood Ltd will do should you need warranty service:

If Made of Wood Ltd accepts a claim under this limited warranty, Made of Wood Ltd will authorize your order to replace, free of charge, the amount of strips presenting a manufacturing defect or pay compensation equal to cost of the defective strips. Made of Wood Ltd will not reimburse any installation fees or labour costs.

If the claim is related to the finishing of the floor, Made of Wood Ltd will assume the cost necessary to refinish the flooring of a room or rooms for which the claim was approved, subject to a standard industry rate approved by Made of Wood Ltd. All other miscellaneous fees that could be related to that job will be assumed by the owner. This procedure constitutes the one and only way to make a claim in regards to this limited warranty.

Each Made of Wood Ltd Hardwood Flooring Limited Warranty is subject to the following conditions:

- This limited warranty is valid only in United Kingdom. The warranty is not transferable. It extends only to the original retail consumer. This limited warranty applies only where the affected area of the Made of Wood Ltd is visible and covers an area greater than 10% of the room. The flooring must be installed in accordance with Made of Wood Ltd flooring recommended installation

instructions using recommended by Made of Wood Ltd installation materials.

- Natural wood characteristics such as mineral streaks, small knots, grain variations etc. are normal characteristics and are not considered as defects. No two pieces of wood are the same and color or other variations will occur. We do not guarantee against natural variations, or the normal difference between color samples or photographs and colors of installed floors.

- Indentation, scratches or damage caused by negligence, water moisture, insects, animals, and high heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture.

- Any product deformity that is not measurable or that is visible only in a certain angle is not considered a defect. Defects are evaluated by their visibility from a reasonable vertical distance (standing height) from the floor.

- Failure to follow manufacturers written installation instructions including protecting the floor from subfloor moisture.

- Excessive or inadequate humidity in the area of use. Relative humidity in the area of use must be within a normal range of 40%-55%.

- Improper or insufficient protection, care and maintenance.

- Accidents abuse or misuse. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, earthquake, or standing water occur during or after installation.

- Improper alteration of original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties

- Changes in color due to full or partial exposure to sunlight and weather.

- Maple, Merbau, Kempas, Tamarindo, Pine, Brazilian Cherry and other species may darken due to light exposure. This is a natural occurrence and is not covered by this warranty.

- Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately levelled.

- This warranty does not cover removal or replacement of cabinets, appliances, furniture or other fixtures.

- Gloss reduction is not considered wear.

- Faces checking, cracking, are not covered by this warranty.

Please Note:

Made of Wood Ltd does not grant to any person or entity the authority to create for it any obligation or liability in connection with Made of Wood Ltd Flooring. Made of Wood Ltd shall not be liable to the consumer or any other person for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). Some states or provinces do not allow the excluding of limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the customer specific legal rights, such rights may vary from state to state.

"INSTALLATION IMPLIES ACCEPTANCE." NO WARRANTY WILL BE OFFERED FOR APPEARANCE RELATED CLAIMS ONCE THE PRODUCTS ARE INSTALLED.