

## **HARDWOOD EXCLUSIVE WARRANTY**

### **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.

### **PRE-INSTALLATION WARRANTY**

Manufacturer warrants that this product is free of defects and exceeds the 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. 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. If a defective board is installed, manufacturer will not pay cost of labor for repair or replacement of defect.

### **LIFETIME STRUCTURAL WARRANTY**

Each hardwood flooring plank is engineered using the most advanced flooring technology available. We guarantee that this product is free from defects in lamination and milling and will remain free of these defects 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.

### **FINISH WARRANTY**

Your new hardwood flooring finish is warranted for the number of years indicated. Your specific product finish warranty will appear on the carton, our website or other product literature. This warranty applies only to residential installations, provided the recommended installation and maintenance procedures are followed.

### **ENVIRONMENTAL WARRANTY**

All components of your hardwood flooring are chosen for their responsible environmental impact. All glue used to manufacture this hardwood flooring product does not have harmful levels of gas emissions. The finish does not release any harmful solvents, formaldehyde, or heavy metals. The flooring meets the requirements for both CARB phase II as well as all Lacey Act regulations.

### **EXCLUSIONS TO WARRANTY**

The following will void this warranty:

- Improper Installation. Instructions must be followed, including the requirement that the subfloor must be dry before installation.
- Improper Maintenance. Maintenance instructions must be followed, and the floor cannot be wet mopped.
- Extreme Conditions. The humidity level in the home must be in the 30-50% range throughout the year using air conditioners, humidifiers, or dehumidifiers as appropriate.
- Abuse or Misuse. This warranty does not cover damage caused by stiletto heels, heavy furniture or equipment, pet claws, pet urine, pebbles or sand or other items that may scratch, indent, or damage the floor.
- Water Damage. This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, or similar water damage.
- Insect Infestation. This warranty does not cover any insect infestation after the product has left the factory.
- Downgraded Product. It does not apply to any products designated or sold as B-grade or Cabin grade, 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 licensed 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.

### **Warranty Service**

To obtain service under this warranty contact your dealer.

You may also contact:

Swift-Train Company, 10850 Train Court, Houston, Texas 77041, U.S.A. Telephone:

800-929-1222 • Email: [resolutions@swift-train.com](mailto:resolutions@swift-train.com) • [www.stcfloors.com](http://www.stcfloors.com)

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