

TUSCANWOOD WARRANTY

Structural warranty

Residential use – Lifetime limited structural warranty - applies only for normal residential use. Tuscanwood 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 limited structural warranty – applies for normal, light commercial use only. Tuscanwood 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 warranty

UV Oil finish

- It is the responsibility of the retail purchaser to ensure that proper care and maintenance are 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.

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

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

What Is Not Covered By These Warranties

- • Wood Floorings installed in bathrooms
- • Damages sustained from improper transportation, storage, installation, and our exposure to damage caused by environmental conditions, water and other liquids, abrasive or erosive materials, sanding and refinishing products.
- • Damages from wear and use after 10 years without recoating or refinishing, and lack of proper care and maintenance. Proper maintenance instructions are prescribed in the National Wood Flooring Association Maintenance Guidelines.
- • Damage caused by fire, flooding, and natural disasters or Acts of God.
- • Damage caused by vacuum cleaners, appliances, furniture, casters and sharp objects.
- • Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- • Noises (squeaks, etc.) associated with anything other than the mismanufacture of the flooring.
- • Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots.
- • Changes in color due to exposure to sunlight and age.
- • Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- • Products designated as “clearance” are sold “AS IS”.
- • Construction related damage.
- • Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.
- • Improper storage and/or installation and usage not under normal environment are not covered. Normal environment is defined by the accepted industry standard of

35% to 50% relative humidity levels and consistent temperature range between 60 to 80 degrees Fahrenheit.

- • YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

What Is Excluded From These Warranties

None of our installers, retailers, detailers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.

WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR WARRANTIES. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCT, ALL WARRANTIES OTHER THAN OUR LIMITED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW.

SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGE OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. 3

What Should You Do If You Have A Problem

We want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact info@TuscanWood.com.

PLEASE KEEP YOUR SALES RECEIPT, INFORMATION REGARDING THE CLAIMED DEFECT,
DATE, AND PROOF OF PURCHASE MUST BE PROVIDED.