

# Millstead Solid Limited Residential Warranty Program

## Limited Warranty Program

Our hardwood flooring products are manufactured from the finest raw materials. Local craftsmen create these beautiful and durable flooring products in the world's most technologically advanced hardwood flooring facilities. Naturally, products of such quality are supported by a full range of warranties from the manufacturer.

- **Residential Warranty:** Applicable products will be free from manufacturing defects for as long as you own your home. (Examples of Manufacturing defects are improper milling or grading.)
- **Finish Warranty:** We warrant that under normal residential conditions and with proper maintenance, our finish will not wear through within the amount of time specified in the Product Warranty Reference Chart. Gloss reduction is not considered wear through. Therefore, it is not covered under the finish warranty.
- **Refinishing Warranty:** We warrant that our prefinished Solid Products can be sanded and refinished up to three times when performed by a professional sand and refinisher. Please note on surface textured products, sanding will alter handscraped appearance. On beveled edged products, stained color will remain on the beveled sides and ends.
- **Radiant Heat Warranty:** Solid products are not warranted for use over radiant heat systems.

### Regarding ALL Warranty Coverage

- It is critical that all installations are done in compliance with the procedures outlined in the installation instructions. Failure to install in accordance with the instructions will void all warranties.
- The sole obligation and liability of the manufacturer, under our stated warranties, is to repair, replace or refinish the floor, in part or in whole, at no cost to the original purchaser or to issue a refund of the purchase price, at manufacturer discretion.
- Only floors that were professionally installed will be eligible for labor cost reimbursement. If you installed the floor yourself we will cover the cost of replacement materials only. Retain your receipts for all product and installation costs.
- No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless. If before installation you discover any flooring that has obvious defects please contact Manufacturer immediately and replacement flooring will be provided at no cost.
- Our product is not intended for a full bath installation.

### Exclusions

- We cannot warrant a color match of our products to other wood products, such as stairs, stair railings, cabinets, trim, molding, etc.
- In order to maintain the recommended relative humidity (35%-55%) inside the home, installation of a humidifier or dehumidifier may be necessary. The floor is designed to perform in an environmentally controlled structure.
- Natural wood characteristics such as mineral streaks, small knots, grain variations, etc. are normal characteristics and are not construed as defects. Nature's Trademarks leave no two pieces of wood the same and color or other variations can occur. We cannot warrant against natural variations, nor the normal minor differences between color samples and the color of installed floors.
- Only approved cleaning and maintenance products are appropriate for use on our products. Use of non approved cleaners and maintenance products or any oil soap or ammonia-based cleaners will void all warranties. For a current list of approved products please call 1-800-258-5758.
- The warranty does not cover damage arising from accidents, abuse, abnormal wear, spike heels, grit, scratches, dents, excessive heat or excessive dryness.
- Gloss reduction is not considered wear-through. Therefore, it is not covered under the finish warranty.
- The warranty does not cover color changes to any products which result from UV light. Exotic and Domestic Exotics are especially susceptible and may darken due to UV light exposure. Area rugs should be moved periodically to minimize the effects of ultraviolet light on hardwood floors.
- Products designed as "bargain," "cabin grade," "seconds," "close-out," "off-goods," "non-standard" are sold AS IS. These products while structurally sound are not first quality, however will provide a serviceable

floor but no other warranties are implied or given by the manufacturer.

- Excessive ground moisture caused by natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters are not covered by the terms of this warranty.
- This warranty excludes and will not pay consequential or incidental damages associated with any warranty claim. Repair, refinish or replacement (or a refund of your purchase price) of flooring material are the sole remedies.
- The warranty does not cover insect infestation after the product has left our factory or scratches or stains caused by domestic pets.
- All warranties are limited to the original purchaser.
- Damage due to water saturation (including but not limited to) a leaky faucet, broken pipe and wet-mopping is excluded.
- The use of putties during and after the installation of hardwood flooring is considered normal and is not cause for a claim against this warranty.
- THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HERE OF. NO OTHER WARRANTIES EXPRESS, IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE MADE, INCLUDING BUT NOT LIMITED TO MERCHANT ABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL MANUFACTURER BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THIS PRODUCT, OR FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.
- No installer, retailer, distributor, agent or employee has the authority to increase or alter the obligations or limitations of this warranty.
- This warranty gives you specific legal rights. You may also have other rights which vary from state to state. Your rights and the limitations described above vary from state to state. Thus, it is important to retain this warranty information.
- If you need to file a claim under this warranty, first contact your Northwoods retailer, or write to us at: Technical Services • 2225 Eddie Williams Rd. • Johnson City, TN 37601
- Any and all disputes arising out of the purchase of these products or this warranty shall be subject to mandatory and binding arbitration in Johnson City, Tennessee, pursuant to the rules of the American Arbitration Association. Any trials by jury are expressly waived. Note: Please read installation instructions prior to installing.

<b>RESIDENTIAL FINISH WARRANTY</b>
30 Year Oaks 50 Year Maple & Hickory
<b>RESIDENTIAL WARRANTY</b>
Yes
<b>REFINISHING WARRANTY</b>
3 times Note: On surface textured products, sanding will alter handscraped appearance. On beveled edge products, stained color will remain on the beveled sides and ends.
<b>USE OVER RADIANT HEAT?</b>
SOLID PRODUCTS ARE NOT APPROVED FOR USE OVER RADIANT HEAT FLOOR SYSTEMS.

**NOTE:** CLAIMS WILL NOT BE PROCESSED WITHOUT PROPER RECEIPTS. CLAIMS MUST BE PROCESSED VIA AUTHORIZED DISTRIBUTOR.