

Wood Flooring Warranty - 50 Year Residential Warranty

Our Guarantee

Stonewood Floors multi-layer UV cured finish utilizes Aluminum Oxide to provide superior resistance to surface wear. Stonewood Floors will warrant surface wear-through for 50 years under normal residential use and conditions, provided maintenance guidelines are strictly followed. In the event that the surface layer wears-through or peels off Stonewood Floors will replace the affected planks or recoat the affected area. NOTE: Gloss reduction, pet damage, denting, and surface scratching are not considered surface wear and are not covered under this warranty.

Lifetime Limited Structural Warranty

All Stonewood Floors engineered floors are cross laminated for optimal stability and strength. In the event that any plies should separate due to glue bond failure, Stonewood Floors will, at our option: either repair affected plank(s) and or replace affected plank(s). This warranty is a limited lifetime warranty for all first quality Stonewood Floors engineered products. Solid products and moisture related problems that arise after installation are considered environmental / jobsite related and are excluded. This warranty is extended to the original purchaser and is not transferable.

Material Warranty

Stonewood Floors warrants that the products have been manufactured in compliance with the grading rules of Stonewood Flooring, and will be free from manufacturing defects for as long as the purchaser owns the floor. Manufacturing defects do not include natural wood characteristics such as mineral streaks, knots, grain variations, normal minor differences between color of samples and the color of the installed floors, color variations from board to board, or minor width variation. Due to the nature of wide width plank (3" and wider), some minor width variation is to be expected and is not considered a defect.

Who is Covered Under These Limited Warranties

These limited warranties apply to you only if you: (1) are the original purchaser of the Stonewood Floors floor. (2) have paid in full for your hardwood floor, (3) have proof of purchase and (4) have purchased the hardwood floor for your own personal residential use and not for resale. These warranties are not transferable or assignable and they do not apply to non-residential, rental or commercial installations.

Improper Environment

In extreme low humidity (below 35%) planks may shrink or exhibit surface checking characteristics. In extreme high humidity (above 60%) planks may grow or exhibit crowning characteristics. These symptoms are not manufacturing defects and are not covered under warranty. The use of a humidifier and/or dehumidifier is recommended to maintain the proper humidity level of 35-50%.

Warranty Exclusion

- These warranties do not cover damage, indentions, scratches, or stains arising from negligence, accidents, abuse, fire or excessive heat, abnormal wear, construction, spike heels, grit, sand or other abrasives, insect infestation, or domestic animals. Splits and cracks after move in are not normally manufacturer related.
- Color & Shade or Texture Variations: New or replacement flooring may not always match samples, printed color photography (including websites and catalogues), existing flooring or other products. Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless.
- These warranties do not cover damage caused by use of the flooring for purposes other than those for which it was designed; damage caused by disasters such as fire, flood, wind, and lightning; damage during shipment; or any other abuse or misuse by the purchaser.
- The floor must be installed in accordance with NWFA Stonewood Floors, Inc. installation guidelines. Detailed installation instructions can be found in each carton of flooring and are available from your Stonewood dealer. No damage or defects caused by improper installation or failure to provide a suitable installation environment are covered by this warranty. Failure to install your flooring in accordance with the instructions will void all warranties.
- The sole obligation of Stonewood Floors under our limited warranties is to repair, replace, or refinish the floor, at Stonewood Floors option. Only Stonewood floors that were professionally installed will be eligible for labor cost reimbursement. (Any and all labor costs must be pre-approved by the Stonewood Floors Claims Department.) If you installed the floor yourself, we will cover the cost of replacement materials only.
- These warranties EXCLUDE and will not pay consequential or incidental damages associated with any warranty claim. Stonewood Floors will not pay costs associated with relocation during the repair process such as hotel, meals, or moving & storage of furniture.
- The limited warranties do not cover color changes to any flooring which results from exposure to UV light. Normal exposure to sunlight will cause changes in the shading of any wood floor, and this is not considered a defect. Certain species and most exotics, are especially susceptible to color change. Area rugs should be moved occasionally, as they block sunlight and may give the appearance of discoloration under the rug. Please contact your Stonewood retailer for more information.

Care and Maintenance

- Sweep or vacuum regularly, the vacuum head must be a brush or felt type.
- Remove spills promptly using a soft cloth and APPROVED HARDWOOD FLOOR CARE PRODUCTS. (see Stonewood Floors dealer for approved products).
- Never wet mop, damp mop or clean your floor with water, vinegar, soap, lemon oil, wax or common household cleaners.
- Keep pets' nails trimmed and filed.
- Place protective felt pads beneath furniture legs to reduce scratches and dents, replace pads as needed.
- Take protective measures when moving heavy objects.
- Use walk off mats at entries to reduce grit.
- Utilize area rugs in high traffic areas and pivot points. Maintain the proper Relative Humidity (35-50%) level in your home.

Warranty Disclaimers

Any warranties arising out of this sale in addition to the above limited warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose are limited in duration to the limited warranty for residential finish wear described above. Stonewood Floors shall not be liable for loss of use or any other incidental or consequential costs, expenses or damages incurred by the purchaser or by any other person. The remedies as described in these warranties are the sole and exclusive remedies available to you for any breach by Stonewood Floors that you can prove of the expressed and implied warranties arising from this sale. These warranties exclude consequential and incidental damages, including but not limited to removal or damage to moldings, cabinets, built-in appliances, carpeting, drywall, wallpaper, paint and all relocation costs associated with any repair or replacement of the flooring. Some states do not allow limitations on the available remedies, or the length of an implied warranty or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. These warranties give you specific legal rights and you may also have other rights that vary from state to state. Unless a statement made in this document is specifically identified as a warranty, any other statements made herein, or by your seller, are not warranties and are not part of the basis of the bargain for the sale of the hardwood floors. Any and all warranties, except those limited warranties provided herein, are specifically disclaimed and excluded.

Any and all disputes arising out of the purchase of Stonewood Flooring products or this warranty shall be subject to mandatory and binding arbitration in Everett, Washington, pursuant to the rules of the American Arbitration association. Any trials by jury are expressly waived.

Warranty Process

During the warranty period, should you have any problems with your Stonewood Floors floor, please contact the floor covering dealer who sold the product within 30 days from the date the problem occurs. The flooring dealer will arrange through Stonewood Floors to have the floor inspected. Please note that Stonewood Floors must be given a reasonable opportunity to inspect the floor prior to the determination of any coverage or remedy, which shall be no less than 30 days after you report the problem. Your refusal to provide such an opportunity for inspection will void these warranties. **All inspections will be conducted in accordance with NWFA guidelines.**