



Solid Hardwood 50-Year Residential Warranty

INTRODUCTION

Stonewood offers the present warranty program on all prefinished Stonewood flooring manufactured after June 1st, 2017, and installed and maintained in accordance with the manufacturer's guidelines.

Through this program, Stonewood guarantees the original purchaser that every category of prefinished Stonewood hardwood floors respects Stonewood and industry standards. This warranty program applies solely to residential and commercial installations, excluding heavy commercial use.

This warranty cannot be transferred to any subsequent buyer.

OWNER AND INSTALLER RESPONSIBILITIES

Hardwood is a natural material that possesses certain unique characteristics. Stonewood flooring is manufactured in accordance with the highest standards of quality. Standard trade practice allows for up to a 5% margin of error for natural imperfections and manufacturing defects.

The following requirements are the responsibility of the floor's owner, even if the owner is absent at the time of installation:

- Prior to installation, the installer and owner must ensure that the work environment and subfloors meet or even exceed the minimal specifications listed in the selected Stonewood product's installation guide.
- Prior to installation, the installer and owner should conduct a final inspection of grade, color, manufacturing, and finish quality of boards to ensure that the floor conforms to the purchased product.
- During installation, the installer should not use boards that raise doubts about grade, color, manufacturing quality, or finish. Stonewood will replace only defective boards, installed or not, exceeding the 5% margin of error allowed by the industry.
- Stonewood shall in no case be liable for installer's lack of judgment or poor quality of installation.
- Once installed, any board is considered as having been accepted by installer and owner, even if the owner is absent at the time of installation.

EXCLUSIONS DUE TO CERTAIN INHERENT PROPERTIES OF WOOD

Wood expands and contracts according to variations in humidity. Even if flooring is properly installed, narrow gaps and slight distortions can occur. These natural occurrences are excluded from the present warranty.

Moreover, exposure to light alters the color of all wood species.

Flooring made from low-hardness wood species is not recommended for commercial use.

MANUFACTURER'S WARRANTY

Stonewood guarantees the original purchaser that its prefinished Stonewood hardwood floors are free of any manufacturing defects, including staining and finish, exceeding the 5% margin of error allowed by the industry.

Stonewood guarantees that the product will remain free from defects in milling and dimension when used under recommended environmental conditions.

STRUCTURAL LIFETIME WARRANTY FOR RESIDENTIAL INSTALLATION

Stonewood guarantees the original purchaser a lifetime warranty on the structure of the floorboards. The structural warranty is valid if recommended environmental conditions are met, including maintaining a relative humidity level of 35% to 55%. Moreover, subfloor pre-installation and humidity level must meet the requirements specified in the selected Stonewood product's installation guide.

FINISH WARRANTY

Stonewood guarantees the original purchaser that the Nanolinx® HD and DuraMatt® finishes applied on its Stonewood prefinished hardwood floor will not wear through or separate from the wood for a period of fifty (50) years from the date of purchase when used under normal residential traffic conditions.

Surface wear must be readily visible and cover at least ten percent (10%) of the total flooring surface area.

STRUCTURAL WARRANTY EXCLUSIONS

- All damage caused by, but not limited to, the following:
 - Installation that fails to meet the requirements specified in the current installation guide at time of purchase of selected Stonewood product
 - Interior conditions that differ from recommended environmental conditions, particularly extreme heat, dryness, or humidity
 - Excessive exposure to sunlight

- Transportation
 - Storage
 - Distortion caused by nailing devices, nails, or staples
 - Installation of solid hardwood flooring over a radiant heating system
 - Installation of Hickory and Jatoba floors over a radiant-heated subfloor
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- All minor expansion or contraction of floorboards attributed to the inherent properties of hardwood, as seasonal climate changes and maintaining normal environmental conditions will correct these natural variations.
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- Structural and finish warranty on Stonewood flooring in leased residential units is limited to ten (10) years.

FINISH WARRANTY EXCLUSIONS

- Gloss variation and color variation is excluded, as these are natural occurrences.
- All damage (e.g. impact marks, dents, scratches, or abnormal wear) caused by, but not limited to, the following:
 - Maintenance that fails to meet the requirements specified in the installation guide of the selected Stonewood product
 - Use of care products other than those recommended for Stonewood flooring
 - Misuse
 - Negligence
 - Accidents
 - Spiked or high-heeled shoes
 - Water
 - Wet mopping
 - Pebbles
 - Sand or other abrasives
 - Pet claws
 - Insufficient prevention
 - Insufficient protection, particularly under chairs and table legs, or other furniture

EXCLUSIVE PROVISION FOR TEXTURED PRODUCTS

Any hardwood floors that have received a treatment to add a distinctive depth to the wood (also known as textured floors) are more subject to dirt penetration than smooth floors. This occurrence is normal and it would not qualify as a claim. Any liquid, dirt or greasy substances (ex: oil, food, etc.) must be removed promptly, and general maintenance must be adapted to this kind of surface (refer to maintenance guide).

EXCLUSIVE PROVISION FOR CHARACTER GRADE FLOORS

The nature of Character grade floors explains the appearance of certain characteristics visible at the time of purchase or developing over time, including, but not limited to, the following:

- Pronounced color variations
- Mineral streaks
- Open and closed knots
- Holes
- Checks
- Open cracks
- Partial or irregular milling of floorboard
- Worm holes
- Localized variable thickness
- Subsidence of character traits
- Etiolation or separation within character traits
- Elevation of some character traits, which become more prominent
- Localized deterioration of finish near character traits

These characteristics are considered normal for these products and are excluded from the warranty. No damage attributed to these specific characteristics is covered by the warranty.

GENERAL WARRANTY LIMITATIONS AND EXCLUSIONS

- Whenever this warranty is applicable, Stonewood's liability is limited to the replacement or repair, at Stonewood's choice, of the boards presenting a defect covered by the warranty in excess of the 5% margin of error allowed by industry standards.
- Whenever this warranty is applicable, Stonewood's financial responsibility is limited to the cost of replacement boards, up to the total purchase price of the floor (excluding installation), in accordance with the original purchase invoice. Stonewood will not assume any other costs, including labor, installation, accommodation, meals, moving, and cleaning.
- The warranty applies only to the original purchaser and is not transferable.
- The warranty does not apply to products purchased via Internet or from a Stonewood dealer not authorized by Stonewood.
- The warranty does not apply to products that have not been paid for in full.
- Intentional alteration of the finish (ex: sanding, surfacing) will void the warranty for the altered portion of the flooring.



TO FILE A CLAIM

To file a claim under this warranty program, contact the Stonewood authorized dealer where the original purchase was made. A written notice of claim must be filed with Stonewood within the warranty coverage period, and no later than three (3) months after the occurrence of the problem giving rise to the claim. Date of purchase, identity of the original purchaser, and invoices proving purchase will be requested. The floor must have been purchased from a Stonewood authorized dealer and paid for in full. The purchase of Stonewood hardwood flooring from an unauthorized Stonewood dealer or via the Internet will void the present manufacturer's warranty.

A technical service agent will send you a form to be completed and returned to Stonewood. Stonewood reserves the right to have a designated representative inspect the floor and remove samples for analysis. The representative will then report findings within a reasonable amount of time. It is important that you save all original invoices (i.e. purchase, delivery, installation, etc.), the installation guide for the selected Stonewood product and any information about the Stonewood authorized dealer, installer, and purchased product.