

## Residential & Light Commercial Warranties 02/10/19

### EXCLUSIVE WARRANTY

Savannah Collection Hardwood Flooring is produced from the finest raw materials and manufactured with the highest quality control standards. Savannah Collection Hardwood Flooring is produced according to strict manufacturing and environmental standards. Our confidence in this product is reflected by the extension of this full residential warranty to the original purchaser of Savannah Collection Hardwood Flooring.

### PRE-INSTALLATION WARRANTY

Savannah Collection 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.

### LIFETIME STRUCTURAL WARRANTY

Each Savannah Collection 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, Savannah Collection will replace or repair the defective flooring pieces at no cost to you.

### FINISH WARRANTY

Savannah Collection Hardwood Flooring is protected with an Aluminum Oxide Urethane finish. We warrant that there will be no wear-through of the finish for years indicated. Your specific product finish warranty life 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 Savannah Collection Hardwood Flooring are chosen for their responsible environmental impact. All glue used to manufacture Savannah Collection Hardwood Flooring product does not have harmful levels of gas emissions. Savannah Floors are Carb 2 compliant and Floorscore certified.

### EXCLUSIONS TO WARRANTY

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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 35%- 55% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate.
- ❖ Excessive swelling, cupping and gapping caused by alkali, mildew and moisture fluctuations outside the range of 35%-55%.
- ❖ Damage due to radiant heat subfloors.
- ❖ Abuse or Misuse. This warranty does not cover damage caused by stiletto heels, heavy furniture or equipment, pet claws, pet urine, vomit, pebbles or sand or other items that may scratch, indent or damage the floor.
- ❖ Use of steam cleaners, vacuum cleaner beater bars or improper roller loads, casters wheels and furniture without proper floor protectors.
- ❖ Use of petroleum-based cleaner, wax, household dust treatment chemicals, abrasive cleaner, scrubbing pads, furniture cleaners or any other non-wood floor cleaners.
- ❖ Water Damage. This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, and leaking plumbing, overflowing sinks or similar water damage.
- ❖ Direct sunlight baking floor. The floor needs protection from extended sunlight. We recommend blinds, shears or solar film to help disperse the sunlight.
- ❖ Discoloration due to use of rubber-backed mats, coco-fiber mats, solvent-based polishes or clearers or asphalt tracked in from driveways or parking lots.
- ❖ Insect Infestation. This warranty does not cover any insect infestation after the product has left the factory.
- ❖ Claims made on pieces of flooring installed with visible defects or pieces installed with excessive color/grain variations. Do not install materials with visible defects, as they will not be covered by warranty. Please see installer's responsibilities.

- ❖ Color, shade or texture variations between samples, printed color photography or replacement flooring and the actual material will not be considered defects.
- ❖ 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. Squeaky, creaky or noisy floors are not covered by warranty.
- ❖ Natural changes in color from exposure to Natural and UV light. Exotic wood species will darken in color with exposure to these types of light.
- ❖ Gloss reduction is not considered surface wear.
- ❖ Downgraded Product. It does not apply to any products designated or sold as B-grade or Cabin grade, which is sold "as is".
- ❖ NOTE: 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.

Savannah Collection Hardwood Flooring 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 other than professional installers. There are no other warranties, including merchantability or fitness for a purpose, expressed or implied other than those listed within this warranty. This warranty will not be deemed to have failed its essential purpose while Savannah Collection Hardwood Flooring is willing to repair or replace defective goods. 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.

**Proposition 65 Warning and California Carb. 2**

**WARNING:** Drilling, sawing, sanding or machining wood products can expose you to wood dust, a substance known to the State of California to cause [cancer](#). Avoid inhaling wood dust or use a dust mask or other safeguards for personal protection. For more information go to [www.P65Warnings.ca.gov/wood](http://www.P65Warnings.ca.gov/wood).

**This Product is EPA TSCA Title VI and CARB 93120 Phase II compliant.**

**WARRANTY SERVICE**

**To obtain service under this warranty, contact your Retailer.**