



## (1) WARRANTY COVERAGE

BuildDirect guarantees to the original purchaser that the finish on its hardwood flooring will not wear through or separate from the wood for a full 25 years from the date of purchase when subjected to normal residential traffic conditions. BuildDirect guarantees the product finish against manufacturing defects and flaws in the application of the polyurethane aluminum oxide finish. BuildDirect further guarantees that our products will not buckle, cup, or warp when properly installed and maintained in accordance with BuildDirect's installation and maintenance instructions.

## (2) WARRANTY TERMS AND EXCLUSIONS

BuildDirect's installation instructions should be followed as a condition to this warranty, and its effectiveness. It is critical that before installation all sub-floors should be inspected and tested for dryness or moisture problem. It is in the owner/installer/contractor/designer/architect responsibility to be certain that the installer is licensed by State where the flooring or decking should be installed, and that the installer is qualified to install the flooring products and any other products associated with the flooring installation. BuildDirect accepts no responsibility for any defects or failure to the flooring or decking due to faulty installation, as well as inexperience or lack of qualifications of the installer. Flooring should be inspected before installation (test and test-lay a few boxes is recommended). If any serious defects are found prior to/during installation, cease installation immediately and notify BuildDirect about the defects as soon as possible. Should an individual plank be doubtful as to its suitability (color, finish, milling, grading, etc.) the installer should not use the plank. Whenever a board is installed, it should be deemed to be accepted by the installer and/or owner. Any alteration or repair that is not previously authorized by BuildDirect will void this Warranty.

No warranty coverage is provided for indentations, scratches, ordinary wear and tear, or other damages on finish or wood caused from/by spiked heeled shoes, cleats, or metal-tipped-sole shoes, moisture problems at site (sub-floor moisture failure, leaks, flooding, rain penetration, wet mopping), fire, pebbles/sand/rock and other abrasives, application of solvents (corrosive chemicals), heavy furniture or equipment used without providing adequate protection to the flooring, movement of structure/substructure to which the flooring is attached, extreme environmental conditions, insect infestation during usage, pets' claws/dejecta, poor workmanship by installer, commercial traffic use, failure to follow all written installation and maintenance instructions, misuse or improper alterations of original manufactured products, attempt to repair, replace, installation over radiant floor heating, or refinish prior to BuildDirect inspection.

No Warranty Coverage is provided for variations in color, grain, or markings which are ordinary to natural products or which may develop over time because of natural processes such as variant exposure to sunlight (UV). Gross reduction is not considered surface wear-through, and therefore is not covered under this warranty. Natural wood characteristics such as mineral streaks, knots, grains/color variations which do not affect the finish and structural soundness of the flooring are not covered under this warranty. All wood floors will expand and contract due to seasonal changes in moisture level, the expansion and contraction is not covered under this warranty.

No warranties apply to those products sold "AS IS."

BuildDirect warranty excludes and will not pay consequential or incidental damages associated with warranty claims. No distributor, sales agent, retailer, installer, or employee of BuildDirect is authorized to change or increase the terms or coverage of this warranty. BuildDirect warranties are non-transferrable. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## (3) CLAIM PROCEDURE

To file a claim, contact BuildDirect immediately. All claims must be filed within the coverage period of the warranty. The original sales receipt verifying the date of purchase will be required in addition to photos or samples of the defective product. BuildDirect reserves the right to have a representative inspect the floors and remove portions for technical analysis. BuildDirect has the right to refinish, repair, or replace, at no cost to you, the same product, or another of equal value, any portion of the flooring that fails with respect to the terms of this warranty. Written consent from BuildDirect is required prior to any warranty repair or replacement. Any alteration or repair that is not previously authorized by BuildDirect will void this warranty.



**For more information on this product or to order samples call 1-877-631-2845 or visit our website at [builddirect.com](http://builddirect.com)**