



## Warranty

Heidelberg Wood Flooring takes pride in our craftsmanship and state-of-the art manufacturing. Our quality commitment gives us the confidence to offer these warranties of Heidelberg Wood Flooring's products. We offer a **25 Year Limited Residential Warranty** on all pre-finished Heidelberg Wood Flooring products and a **Lifetime Structural Warranty** on all engineered products. These warranties are valid only to the original purchasers of the flooring and are not transferable.

There are no warranties which extend beyond the description provided here. These warranties are given in lieu of all other warranties. There is no warranty of merchantability or fitness for any particular purpose except the express warranties contained in this document. The manufacturer excludes all warranties implied by law or implied by fact which are not expressly set forth.

Heidelberg Wood Flooring warrants its products to be free of defects, manufactured with sound best grade available materials including wear layer, substrates, and adhesives. In the unlikely event of product failure due to manufacturing shortfalls, Heidelberg Wood Flooring agrees to repair or replace the affected part (s) of the product due to manufacture defect, delamination due to manufacture process, and/or claims against the quality of material supplied that do not meet the manufacturer described standards at the point of order confirmation. Repair or replacement is the sole remedy.

In no event shall Heidelberg Wood Flooring be liable to customer or to any other person for any indirect, special, incidental or consequential damages arising out of or related to the performance of products produced by Heidelberg Wood Flooring or the breach hereof, even if Heidelberg Wood Flooring has been advised of the possibility thereof, including but not limited to, damages resulting from or related to any failure of the product involved or the coating applied to the product.

Heidelberg Wood Flooring makes no warranties regarding installation of any flooring product. It is the responsibility of the installer or homeowner to inspect boards prior to installation. Flooring pieces that are obviously damaged or otherwise unsuitable should not be installed. No installer, retailer, distributor, or agent has the authority to alter the obligations or limitations of these warranties. This warranty does not apply to products sold or represented as "seconds," "close out" material or "as is."

This warranty does not include the cost of labor if the original installation is done by anyone other than a professional installation contractor. This warranty will not cover the installation or replacement costs of material that was not properly inspected upon delivery and before installation for visual defects, structural defects, quality, and accuracy within their respective timeframes that are eventually rejected by the end user or their agent.

- **Damage:** If a shipment is received damaged, it must be noted on the delivery receipt. Heidelberg Wood Flooring will not be responsible for filing a claim with the freight company without a notation on the delivery receipt.
- **Moisture:** It is the customer's responsibility to verify the moisture levels are appropriate (6%-9%). Any moisture claim must be filed within 2 days of delivery.
- **Quantity:** It is the customer's responsibility to verify the quantity of the flooring received. Any overage or shortage claim must be filed within 5 days of delivery.
- **Visual/Structural Defects:** It is the customer's responsibility to inspect and document any visual and/or structural defects upon arrival. Any visual or structural defect claim must be filed with 5 days of delivery.

### Warranty Exclusions

- Improper Installation. Proper industry recommended installation procedures must be followed including a dry subfloor before installation.
- Improper Storage. The product must be transported and stored in a dry environment. No exposure to moisture of any type should be permitted.
- Abuse, Neglect, or misuse that include but are not limited to damage from cleats, stiletto heels, unprotected furniture legs, indentations, scratches, pet claws, sand, rocks and circumstances causing abnormal wear.
- Damage or color change caused by exposure to ultraviolet light from the sunlight and other sources.
- Damage from sub-floor moisture, flooding, leaking plumbing, overflowing sinks or similar moisture related damages.
- Damage from natural disasters, weather or other extreme conditions.
- Stains including those caused by pets.
- Insect infestation after the product leaves the factory.
- Natural variations in wood tone, color and grain.
- Color variations in wood flooring are natural and new or replacement flooring may not match sample flooring or existing flooring.
- Improper maintenance, wet mopping, misuse, or improper alterations of the product from its original form.
- Natural expansion and contraction that may cause cracks or separation between boards.
- Damage caused by low or extremely high humidity. Recommended levels range from 40%-60% Relative Humidity