

LIMITED RESIDENTIAL WARRANTY PROGRAM



LIMITED SOLID HARDWOOD WARRANTY PROGRAM

The limited warranties set forth below apply only to prefinished products and are effective with purchases made after August 15, 2008.

FINISH WARRANTY

Great Lakes Wood Floors warrants that the aluminum oxide finish will not wear through or separate from the wood for *see exclusions 50 years or as long as the original purchaser owns the home, whichever is less,* on all Great Lakes Wood Floors that is finished with aluminum oxide finish.

MATERIAL WARRANTY

Great Lakes Wood Floors warrants that the products have been manufactured in compliance with the grading rules of Great Lakes Wood Floors, and will be free from manufacturing defects which are improper milling or improper drying only. Manufacturing defects do not include natural wood characteristics such as mineral streaks, knots, grain variations, and normal minor differences between color samples and the color of installed floors. These are normal characteristics and are not defects.

EXCLUSIONS AND LIMITATIONS

These warranties do not cover damage, indentations, scratches, or stains arising from negligence, accidents, abuse, fire or excessive heat, abnormal wear, spike heels, grit, sand or other abrasives, dents, insect infestation after the product has left our factory, or domestic pets.

It is critical that all installations are done in compliance with the procedures outlined in the Great Lakes Wood Floors installation instructions. Failure to install your flooring in accordance with the instructions will void all warranties.

The sole obligation and liability of Great Lakes Wood Floors under our limited warranties is to repair, replace, or refinish the floor, in part or in whole, at no cost to the original purchaser or to issue a refund of the purchase price, at Great Lakes Wood Floors' discretion. Only Great Lakes floors that were professionally installed will be eligible for labor cost reimbursement. If you installed the floor yourself, we will cover the cost of replacement materials only.

No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless. If, before installation, you discover any flooring that has obvious defects, please contact Great Lakes Wood Floors or dist. immediately, and replacement flooring will be provided at no cost.

Only Great Lakes Wood Floors approved cleaning and maintenance products are appropriate for use on Great Lakes Wood Floors products. Use of non-Great Lakes Wood Floors approved cleaning and maintenance products will void all warranties. For a current list of approved products, please call your local dealer or wood distributor.

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. Area rugs should be removed occasionally, as they block sunlight and may give the appearance of discoloration under the rug.

After your floor is installed, it is critical to maintain the temperature and humidity of the home within the ranges set forth in the applicable

installation instructions for the product. Failure to follow these guidelines, especially with regard to humidity range, can result in a performance failure or damage to your floor. In addition, it is important to maintain your floor in accordance with the instructions.

These warranties do not cover damage or unsatisfactory performance caused by excessive moisture including, but not limited to, improper humidity inside the home, excessive ground moisture that migrates into the home for any reason, water leaks caused by broken pipes or appliances, weather conditions or natural disasters such as flooding or excessive rainfall.

Since wood is a natural product, it will tend to expand and contract as moisture and humidity levels inside the home may change. Accordingly, normal expansion and contraction which results in minor separations between flooring boards are not covered by these warranties.

Any Great Lakes Wood Floors product which is designated as "cabin grade", "second", or "as is" is not covered by any warranty.

These warranties exclude and will not pay consequential or incidental damages associated with any warranty claim. Repair, refinish, or replacement (or a refund of your purchase price) of flooring material are the sole remedies.

All warranties are limited to the original purchaser only.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, OR AS OTHERWISE SET FORTH HEREIN. NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE MADE, INCLUDING BUT NOT LIMITED TO, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL GREAT LAKES WOOD FLOORS BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE, OR INABILITY TO USE THIS PRODUCT, FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. YOUR RIGHTS AND THE LIMITATIONS DESCRIBED ABOVE VARY FROM STATE TO STATE. THUS, IT IS IMPORTANT TO RETAIN THIS WARRANTY INFORMATION. NO INSTALLER, RETAILER, DISTRIBUTOR, AGENT, OR EMPLOYEE OF GREAT LAKES FLOORING HAS THE AUTHORITY TO INCREASE OR ALTER THE OBLIGATIONS OR LIMITATIONS OF THIS WARRANTY.

To file a claim, first contact the Great Lakes Wood Floors retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact us at Great Lakes Wood Floors, P.O. Box 3549, Johnson City, TN 37604.