

Reclaimed Hardwood Pine

Warranty Information

Lifetime Structural Warranty

Throughout the entire manufacturing process, every piece of Grand Valley Tile undergoes rigorous inspection to ensure the highest quality standards. Grand Surfaces provides a lifetime structural warranty for Grand Valley Tile, guaranteeing that it is free from milling defects and delamination in its original manufactured/purchased condition. Please note that this warranty does not cover any damage resulting from improper transportation, storage, handling, installation, job site conditions, or any other causes. As per industry standards, Grand Surfaces allows for a 5% defect allowance, which falls outside the scope of this warranty. It is essential to strictly follow the instructions and information outlined in the Grand Valley Tile Installation Instructions document during floor preparation and installation. For installations involving Radiant Floor Heating systems, the purchaser must complete the Grand Valley Tile Radiant Floor Heating Systems Installations Homeowner Responsibility Form and submit it to info@grandvalleytile.com in order to validate the warranty.

30 Year Residential Wear Warranty

Grand Surfaces warrants to the original purchaser that, under normal residential conditions, the finish wear layer of Grand Valley Tile will not wear through or peel from the wood for a period of thirty (30) years from the date of purchase by the original purchaser. To validate this warranty, it is necessary to adhere to the regular maintenance guidelines outlined in the Grand Valley Tile Care and Maintenance document. The sole remedy provided under this warranty is available exclusively to the original purchaser and is limited to the repair, refinishing, or replacement of the defective material. In the event that the product cannot be repaired, refinished, or replaced after a reasonable number of attempts, Grand Surfaces will, upon request, refund the original purchase price of the defective floor on a pro rata basis. Any attempt to repair, refinish, or replace the defective product prior to inspection by Grand Surfaces or its appointed agent will invalidate this warranty.

3 Year Light Commercial Wear Warranty

The surface finish for flooring purchased for light commercial use is warranted by Grand Surfaces to not wear through or separate from the flooring for 3 years from the date of retail purchase under normal light commercial traffic conditions, provided that all care and maintenance instructions provided are followed. Gloss variation is not considered surface wear.

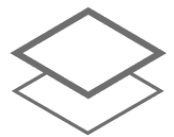


Surface wear must be readily visible and cover at least twenty-five percent (25%) of the total flooring surface area. Grand Surfaces' 3-year light commercial finish warranty is applicable to light commercial projects and installations in areas located away from outdoor main entryways or streets.

Please note that this warranty does not cover food establishments, bars, or heavy traffic installations. Warranty coverage requires proper installation of the floor according to Grand Surfaces' Installation Guide, as well as regular maintenance to minimize damage.

Warranty Exclusions

Grand Valley Tile does not cover any noticeable markings, scratches, dents, splits, cracks, grain raising, checking, edge fracturing, splintering, or chipping that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, or exposure to excessive moisture or improper environmental conditions caused by improper handling, installation, water damage, flooding, fire, furniture, shoes of all types, pets, or insects. Furthermore, Grand Valley Tile will not warrant any product that becomes faulty due to improper installation, neglect, environmental extremes, or improper storage of the product. Please read and adhere to all instructions and information found in the Grand Valley Tile Installation Instructions document prior to preparation and installation of the floor. Additionally, the subfloor is the responsibility of the installer. Failure of Grand Valley Tile flooring relating to the subfloor, in any manner, is not the responsibility of Grand Valley Tile and is not covered under the warranty. The finish wear surface must be easily noticeable and cover at least 25% of the total floor area for a claim to be considered. Any variation or reduction in gloss level will not be considered under this warranty. Small cracks or delamination that develop from improper moisture control, flooding, or excessive drying will not be covered under this warranty. All wood floors will expand and contract with the change of seasons. This warranty does not cover natural expansion and contraction resulting in separation between boards or damage that includes cupping and crowning, caused by low or excessive humidity and/or temperature either during or after the acclimatization and installation process. This warranty does not cover wood flooring installed in full bathrooms with a shower or tub. It is recommended that you maintain a relative humidity of 30-50% in your home by using a humidifier and/or dehumidifier to minimize movement of your hardwood floor. Color variations are a natural occurrence in flooring due to age, species, and exposure to ultraviolet sunlight. For this reason, color variations may be encountered, and this is considered normal. Also, normal sunlight may cause fading or darkening. This discoloration is a natural occurrence of all wood floors and is not covered under the warranty. Naturally occurring imperfections and variations in color, grain, and appearance are inherent to the nature of the product and are not considered defects. The normal wearing of the finish in high traffic areas, pivot points, and seating areas is not covered under this warranty, nor are noises including, but not limited to, squeaks, popping, etc. Visible defects should be evaluated by their visibility from a standing position in normal lighting. A product deformity that is not measurable or that is visible only under certain lighting conditions or from a specific angle is not covered under this warranty. Grand Valley Tile may, at its sole discretion, elect to refund to the customer a portion



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of the original purchase price equivalent to the value of the defective portion of the floor. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION. FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT. Grand Valley Tile accepts no responsibility for labor or out-of-pocket costs incurred to remove or install products. What Grand Valley Tile will do in the event of a warranty claim is repair and/or replace the flooring that is defective or credit you for the portion of the purchase price attributable to the flooring that is defective. You are responsible to pay for all other costs related to the defective flooring (e.g., labor to remove flooring, labor to install replacement flooring, additional materials required to install replacement flooring, removal of any household fixtures or furniture required to repair or replace the flooring, hotel stays required due to repair or replacement, etc.). Due to the nature of the product, replacement flooring is not guaranteed to match the original flooring in terms of color, tone, pattern, or other natural characteristics of wood. These remedies are your sole and exclusive remedies under this warranty.