



## **WARRANTY GUIDE - ENGINEERED HARDWOOD**

All warranties listed under this warranty guide are given to the original purchaser of our products and are non-transferrable. In the case that the original purchaser is not the owner of the home in which the flooring is installed, the end user at the time of installation is given all warranties listed under this warranty guide. The flooring must be installed in accordance with Montserrat Floors' Installation Guide and maintained in accordance with Montserrat Floors' Care and Maintenance Guide.

Wood is a natural product with color variations, mineral streaks, and knots which is to be expected and considered part of the beauty of hardwood floors. Natural characteristics are not considered manufacturing defects. It is the responsibility of the installer to inspect each piece before installation. Any piece that appears to have a visual defect in terms of improper milling, grading, staining, and coating, should not be installed and should be reported before installation. Montserrat Floors accepts no responsibility for liabilities, claims, or expenses, including labor costs, where visual defects have been installed.

### **COVERAGE**

Under Montserrat Floors' **Lifetime Limited Residential** and **5-Year Light Commercial** Warranties, Montserrat Floors warrants the following to the original retail purchaser of the products from the date of the original purchase for the applicable period set forth under the Warranty Periods.

- The floor will be free of manufacturing defects including defects caused by improper milling, grading, staining, and coating, when purchased and received in its original condition.
- The floor will not have cupping, buckling, or bonding failure.
- The surface finish will not delaminate or wear through under normal traffic and usage conditions.
- The floor joints will remain secure.

### **EXCLUSIONS**

Montserrat Floors warrants our products for manufacturing related defects in relation to the flooring product. Damages and defects arising from improper installation, use, and maintenance are not covered under this warranty. The following exclusions apply.

- Damage related to improper installation procedures and use of improper adhesive, tools, and accessories
- Scratches and dents caused by abrasive cleaning tools, furniture, untrimmed pet nails, heeled shoes, and other abrasive materials
- Damage related to mis-handling, improper storage methods, modification, alteration, repair or service of the product
- Damage related to subfloor imperfections and subfloor issues caused by water, moisture, mildew, and hydrostatic pressure

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For more information or questions about this product, please contact your Montserrat Floors Dealer.

- Damage due to excessive exposure to the elements, natural disasters, appliance and plumbing related issues
- Installation over radiant heat system with temperature in excess of 85°F
- Surface wear that is not readily visible from a distance of six feet and that covers over 10% of the total surface area for heavy traffic locations. Gloss reduction is not considered surface wear and is expected over long periods of time.
- Changes in color and tone due to normal exposure to sunlight which is to be expected as the wood ages naturally
- Seasonal gapping and minor surface checks due to natural expansion and contraction of the wood
- Buyer's remorse due to color variation between the actual product and device screen representation. Viewing the sample in the room where your flooring will be installed is always recommended.
- Moldings and accessories are not covered under these warranties.

In order to file a warranty claim, contact your customer support team as soon as the issue is discovered. If a warranty claim is approved, Montserrat Floors warrants against the product and is not responsible for labor costs associated with installation, removal or replacement of the flooring. Warranties will apply to manufacturing defects reported prior to installation. If you are filing a warranty claim for issues discovered after the flooring installation is complete, the warranty holder must provide sufficient documentation regarding proper installation and care procedures followed, and photo evidence of the issue at hand.

### **DISCLAIMER**

Except for the foregoing warranty, Montserrat Floors disclaims, to the fullest extent permitted by federal and state law, all other warranties and guarantees whether expressed or implied, including any implied representation or warranty as to merchantability or fitness for any particular purpose. In no event will the manufacturer be liable for consequential, incidental, special or exemplary damages. (Some states do not allow for the exclusion of consequential damages, so this exclusion of consequential damages may not apply to you.) This warranty gives you specific rights and you may have other rights that may vary from state to state. The foregoing warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by authorized manufacturer representatives.