



Structural Warranty

The manufacturer warrants to the original purchaser in the original installation that our product is free from manufacturing defects; if it is installed and maintained according to the manufacturer's instructions of installation and maintenance.

Proper control of the environment according to the manufacturer's specific instructions of installation, maintenance and moisture conditions must be observed and maintained, for the warranty to be valid. Damage due to installation, transportation, improper use, storage, handling, maintenance or any other cause is not warranted and evidence of damage due to any of the above will invalidate this limited warranty. Scratches, and indentations are not warranted.

Pre-inspection Requirements

Prior to installation, the owner/installer must inspect all material to ensure that there are no visible defects and that all materials match the order. The owner/installer assumes sole responsibility for product inspection and acceptance of quality. Boards with visible defects should not be installed and will not be covered by the warranty.

Because the product is made of natural material, variations in color and grain will naturally occur. The manufacturer's warranty does not cover variations in color or variations between the samples and the installed product. The limited warranty does not cover labor costs to repair or replace incorrect, damaged or visibly defective material. Do not install any questionable product.

The manufacturer makes no warranty or guarantee of the quality of the installer/owner's work or of a particular installation performed by them. The manufacturer disclaims all liability for any errors or improprieties in the installation of its products by an installer/owner.

It is the sole responsibility of the installer/owner to ensure that site conditions are acceptable for the installation of the product. The manufacturer declines any responsibility or material failure resulting from or connected with site conditions, maintenance or installation methods.

This limited warranty is subject to the following;

- This limited warranty is not transferable and is valid only to the original purchaser at the original installation site.
- The wall must be installed in indoor areas in accordance to the manufacturer's instructions, and the manufacturer requires written verification that the existing wall was inspected and confirmed to the manufacturer's installation specifications.
- Relative air humidity must be in the range of 35%-55% with a room temperature range from 65° - 75° F. Should the relative air humidity go below 35%, small cracks, checking, and/or cupping may occur and is not warranted.

Exclusions of Warranty

This limited warranty does not cover indentations, scratches, damage caused by negligence, exposure to extreme heat, dryness or water saturation, accidents, abuse, misuse, stains, scratches or other damage caused by animals, failure to follow all manufacturer's specific written instructions, insufficient



protection, improper or unauthorized alterations or repairs to the original manufactured product and or any damage caused by any other wall decor. For greater certainty the following will void the manufacturer's warranty; Visible Defects - Visible defects are defects which are evident on the face of the product. Boards with visible defects must be noted by the installer/owner and reported prior to installation so that replacement can be supplied before installation. Boards with visible defects must not be installed. Variations in grain, pattern, color and/or texture, nail holes, open and closed knots, mineral streaks, heart wood, sap wood, splits, checks, are common and are not considered defects; therefore no warranty shall apply.

Building Settling or Uneven Walls - Building settling or uneven walls are considered to be part of the preinstallation inspection process. Do not install the product if these situations exist. The manufacturer's limited warranties do not cover damage or defects caused by settling or uneven walls. Improper Installation – The product must be installed in strict accordance with the manufacturer's written installation instructions.

Improper installation which does not follow the manufacturer's written installation instructions may cause problematic issues with the product. The manufacturer's limited warranties do not cover damage or defects caused by improper installation.

Improper Maintenance or Inadequate Care – The product requires maintenance and precautions that must be followed. Product must be maintained and cared for in accordance with the manufacturer's written instructions. These limited warranties do not cover damage or defects caused by improper maintenance or inadequate care.

Refinishing - While the factory finish of the product may be refinished, doing so will void the warranty.

Accidents, Abuse or Abnormal Wear - The manufacturer does not warrant for damage or defects resulting from accidents, abuses, or abnormal usage which stain or scratch the finish, or indent the surface of the product. The manufacturer's limited warranties also do not cover damage or defects caused by heavy or concentrated usage, damage by pet claws (nails), or failure to protect the product from sand, gravel or other abrasives.

Indentations - The manufacturer's limited warranties do not cover indentation or damage caused by other wall décor placed or hung on the product.

Problems with Moisture or Dryness - The manufacturer's limited warranties do not cover damage or defects caused by wetting or the presence of excessive moisture, or by conditions which are too dry. Flooding, acts of God, plumbing accidents, leaking appliances, etc. are not covered by this warranty. Products installed in wet rooms, bathrooms, laundry rooms and base board heaters, stoves or ranges (hot areas) will not be covered by warranty.

Excessive Lighting - The manufacturer's limited warranties do not cover damage or defects, including, but not limited to, color change caused by sunlight or intense lighting. Sunlight or intense lighting can cause color changes in the finished product. Window treatments will usually provide adequate protection against sunlight or intense lighting. Additionally, due to the effects of sunlight or intense lighting, new and/or replacement product may not match samples and/or existing product.



Difference from Samples - The manufacturer's limited warranties does not cover the differences that can be seen between color samples and color of installed product. Please approve the color of the actual product prior to installation. **Transferability** - These warranties apply only to the original Buyer and to the product in its original installation. These warranties are not transferable.

Seasonal Changes - Care should be taken to control humidity levels to within the 35-55% range and temperatures of 65°-75° F, to minimize natural expansion and contraction. Outside of these levels expect naturally gapping or cupping in your product; this is not a defect.

Your Obligation to the Manufacturer - As the buyer of the product, you agree to follow all installation, care and maintenance directions as related to the product. You also agree to allow the manufacturer or its agents an opportunity to repair/replace boards with any claimed defects. The manufacturer or its agents must be given the opportunity to inspect the product installation prior to any removal or repair that will be submitted for warranty coverage. The original proof of purchase must be supplied along with a warranty claim submission. This limited warranty follows industry standards that allows for a 5% defect allowance in manufacturing defects and grading as it applies to the structural warranty and visible defects. **Limitations of Liability** In the unlikely event that your product fails, according to the provisions of the warranty; the manufacturers or its agents sole liability on any claim whether in tort, contract or breach of warranty shall be limited at the manufacturer's sole option to either repair or replace the defective product (material only), in the affected area or refund the applicable purchase price.

THE MANUFACTURER HEREBY DISCLAIMS ALL OTHER WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL THE MANUFACTURER OR ITS AGENTS HAVE ANY OTHER LIABILITY OR ANY MONETARY LIABILITY TO BUYER IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT. THE MANUFACTURER EXPRESSLY EXCLUDES AND SHALL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.

If the manufacturer shall elect to repair or replace the product (material only) which has proven defective, then the manufacturer will supply a new product of the same color and grade, if available. If such product is unavailable or discontinued, the manufacturer reserves the right to supply a product of similar value and appearance.

All claims must be made in writing within thirty (30) days after the defect has been detected and mailed to the place of purchase. Any party that commits to product repair/replacement without the consent of the manufacturer will be responsible for the cost of the repair or replacement. Any unauthorized product replacement or repair does not place any burden on the manufacturer. All settlements will be accompanied by a waiver signed by all parties involved.