

## Warranty Information

### (1) LIMITED LIFETIME STRUCTURAL WARRANTY

**What Does This Warranty Cover?** This warranty covers manufacturing defects in milling, dimension, and grade of Nature's first quality hardwood floors in their original manufactured condition, such defects to be determined by Nature. This warranty only applies to the original purchaser and is nontransferable and is subject to the exclusions noted hereunder.

**How Long Does Coverage Last?** This warranty lasts as long as you own your Nature hardwood floor at its original installed location. This warranty runs from the date of retail purchase for the applicable period as described hereunder.

### (2) LIMITED FINISH WARRANTY FOR RESIDENTIAL USE

**What Does This Warranty Cover?** This warranty covers wear-through or peel of Nature's factory applied finish, when used under normal household conditions. "Wear-through" means complete loss of the Nature wear layer. "Normal household conditions" means those daily activities commonly associated with residential use. This warranty only applies to the original purchaser and is nontransferable and is subject to the exclusions noted hereunder.

**How Long Does Coverage Last?** This warranty lasts for the period of time applicable to the product series of the Nature Hardwood Flooring you have purchased according to the chart below. This warranty runs from the date of retail purchase for the applicable period as described hereunder. Solid, Engineered, Laminate, SPC, Lifetime Structural Integrity Warranty (1)Yes;Yes;Yes &Yes. Residential Finish Warranty (in years) (2)25;25;15&25 Commercial Finish Warranty (in years) (3)5;5;5 & 5 suitable for Radiant-heated subfloors (4)No;Yes;Yes &Yes.

Footnotes:

(1) We warrant that the covered products, in their original manufactured condition, will be free from defects in milling, dimension, and grade for as long as you (the original purchaser) own the floor.

(2) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through under normal household use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty. Some products may be sold with promotional warranties of a different length than the warranties indicated above.

(3) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal commercial use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty.

(4) Floors installed over radiant heated subfloors, but not indicated as suitable for radiant heat, will void all warranty coverage.

## WHAT WILL NATURE DO IN THE EVENT OF A COVERED EVENT UNDER ONE OF OUR LIMITED WARRANTIES?

If your floor fails to perform as stated in the applicable Limited Warranty, Nature, at its option, will do one of the following:

(i) repair without charge the affected planks to conform to the warranty

(ii) replace the affected planks without charge with planks of equal value and/or quality, or

(iii) pay reasonable labor costs for the direct repairs or replacement within the first two years of the warranty period based on the following schedule: First year of warranty period: labor reimbursed at 100% of reasonable and customary charges, or furnished at Nature's expense; Second year of warranty period: labor reimbursed at 50% of reasonable and customary charges, or furnished at Nature's expense.

These warranties do not include the removal or replacement of cabinets, fixtures, retail markups, installation or labor provided by others or supplemental costs, including but not limited to, relocation during the repair process such as hotel, meals, or moving and storage of furniture. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

Flooring that fails to perform as stated in the above Limited Warranties will be repaired or replaced only one time. Replacement planks are not warranted to match in color, grain, or gloss of your existing floor. THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES. NONE OF OUR INSTALLERS, RETAILERS, DISTRIBUTORS OR EMPLOYEES HAS THE AUTHORITY TO ALTER THE OBLIGATIONS, LIMITATIONS, DISCLAIMERS OR EXCLUSIONS UNDER ANY OF OUR WARRANTIES.

WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR LIMITED WARRANTIES. BY THIS WE MEAN ANY LOSS, EXPENSE, OR DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING. OUR LIMITED WARRANTIES CONSTITUTE THE ONLY EXPRESS WARRANTIES FOR THE PRODUCT PURCHASED.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCT, ALL WARRANTIES OTHER THAN OUR LIMITED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW.

SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

**THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS,  
AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY  
FROM JURISDICTION TO JURISDICTION  
IF YOU HAVE A WARRANTY CLAIM**

Contact the retailer where you purchased the product and describe the problem. In many instances, the retailer can provide you with a solution to correct the situation. You must report any covered event to the retailer from whom you purchased the product immediately upon noticing the event. In the event that the retailer fails to respond to your claim within thirty (30) days, in order to preserve your rights under this warranty you must contact us within sixty days (60) days of noticing covered event in writing via email to [claims@nature-flooring.com](mailto:claims@nature-flooring.com)

If you need additional assistance or wish to file a claim, simply call Nature Customer Care at 610-280-9800. Our representatives will provide you with helpful information to address your concern, or walk you through the easy steps to file a claim.

#### **WHAT ARE YOU RESPONSIBLE FOR UNDER OUR WARRANTIES?**

To be covered under our warranties, you must provide proof of purchase and date (store receipt) to verify all warranty claims and ensure that the flooring is properly installed in accordance with the installation instructions provided by Nature. We will make every effort to ensure that your claim is processed quickly and fairly.

To be covered under our limited warranties when installing over a radiant heated subfloor, keep the flooring surface at or below 85o F (29o C) and the relative humidity between 35% and 55%.

You must provide proof of purchase and date (store receipt) to verify all warranty claims. We will make every effort to ensure that your claim is processed quickly and fairly.

#### **WHAT DO THESE LIMITED WARRANTIES NOT COVER?**

- Any flooring purchased before April 11, 2008.
- "Seconds", "Off goods", economy grade, cabin grade or shop grade products.
- Normal expansion and contraction that solid wood floors may experience between boards at different times during the year.
- Cupping and crowning due to excessive moisture or humidity.
- Conditions or defects, including buckling, caused by improper installation (including without limitation in violation of applicable local housing or building codes), the use of improper adhesives, inadequate, uneven or irregular sub-flooring or improper sub-floor preparation, or failure to follow Nature's installation guidelines.
- Gapping or minor separation of planks.
- Construction or installation related damage.
- Planks that have been installed with obvious visual defects.
- Noises, such as popping, crackling or squeaking.
- Damage caused by insects.

- Conditions caused by improper use or maintenance, such as:
  - Loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
  - Damage resulting from failure to follow floor care instructions.
  - Marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by pets.
  - Damage caused by burns, flooding, fires, or other accidents.
  - Damaged caused by abuse (i.e. dragging objects across the floor without proper protection)
  - Wear caused by pebbles, sand and other abrasives
  - Damage caused by caster wheels or vacuum cleaner beater bars.

- Damage caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooring, wet-mopping spills or weather conditions.
- Use of rubber backed mats, latex-backed or coco fiber mats or mats that are not labeled as "non-staining".
- Failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, that rest flat on the floor and are replaced regularly.

- Fading or discoloration from heat or sunlight.
- Variations of color, shade or texture of the floor you purchase from those shown on samples or photographs.
- Use of Nature Hardwood flooring in environments that are excessively dry, excessively humid or moist (including bathrooms with a shower or tub), or prone to dramatic variations in humidity may result in small cracks in the planks which may affect your floor's finish. This condition, known as "checking", is not covered by these Limited Warranties.
- Commercial installations of residential products
- Any goods sold as rustic grade, second quality, irregular, or repackaged goods.