



WARRANTY GUIDE

Engineered Hardwood

Thank you for choosing Woden Flooring! Woden Flooring Engineered Hardwood are covered by an extended 30 years limited residential warranty, from the original date of purchase, and this warranty applies only to the original end user. These warranties are valid only when installed and maintained in accordance with Woden Flooring's recommended installation, and maintenance guidelines, as well as usage under normal household conditions.

Subjective and personal preferences are not considered defective. It is the responsibility of both the purchaser and the installer to ensure products meet expectations prior to and during installation, as they are considered accepted once installed. Woden Flooring strongly recommends that our products are installed by professional and experienced installers, errors or damage that often arise because of negligence or poor quality of installation are not covered by this warranty.

Woden Flooring holds the right to proceed to a thorough inspection of the floor for which a written claim is filed. Should Woden Flooring's analysis prove that a portion of the floor is indeed defective, then Woden Flooring will at its sole discretion, repair the affected area or supply replacement material in the form of an identical or equivalent product.

It is allowed up to 5% waste factor or allowance for grading, natural or manufacturing defects. Any defects under the waste factor or allowance include but not limited to minor splitting, checking, cracking occurred in some hardwood species due to its nature, or minor scratch, damage or other finish defects occurred due to manufacturing reason in some hardwood species.

Due to the validations of natural color, UV lights, and character marks, new or replacement flooring may not be exactly the same with the previous purchased flooring. Variation of color, shade, or texture of the flooring delivered from those shown on samples or photos is not considered as a defect. Woden Flooring is not responsible for any indirect, incidental, or consequential damages arising from or relating to its sale of any products.

The following situations are not covered by our warranty, any claim under the exclusion will not be covered:

- 1. Products installed directly over a concrete floor, or in a room equipped with radiant heating.*
- 2. The floor has not been always maintained at a relative humidity of 40% to 50% and a temperature of about 20°C, environmental conditions outside these limits will void this warranty.*
- 3. Failure to follow procedure of flooring acclimation. (5 -7 days for acclimation prior to installation is highly recommended)*
- 4. The floor has been installed in a manner which does not adhere to the technical specifications contained in the National Wood Flooring Association (NWFA) Installation Guide.*
- 5. It is the installer's responsibility to examine the products prior to installation and cull out unacceptable boards.*
- 6. Product shipping or transportation costs have been incurred.*
- 7. The customer cannot provide the receipt of the product purchased.*
- 8. Repairs have been carried out without the prior written consent of the retailer.*
- 9. Reduction or dulling of the floor's shine or gloss, which is normal and is not considered surface wear.*
- 10. Shrinking and/or expansion of the floor, which is due to seasonal changes in humidity and/or heating conditions and is therefore not considered a defect.*
- 11. Improper maintenance includes but not limited to the use of non-recommended floor care products.*
- 12. This warranty does not cover any loss of time, inconvenience, incidental expenses, such as but not limited to cost and labour incurred during the removal or reinstallation of the defected or affected materials, and any other incidental or consequential damages or costs incurred.*

13. *Fading or changes in colour, which are due to exposure to sunlight or intensive lights and, as such, are normal.*

14. *Scratches, dents or any other damage caused by furniture or appliances, water or other liquids, insects, pets, sand, salt, dust and/or high heels;*

15. *Improper environment includes but not limited to human-made or natural disaster, such as leaking or broken plumbing landscape watering or irrigation, fire, flood, earthquake, insect infestation, or standing water during or after construction, excessive moisture infiltrated from side walls, sub-floor or any other source. Normal wearing of the finish in high traffic areas, pivot points and seating areas is also not covered under this warranty.*

16. *Damage resulting from incorrect installation, unsatisfactory storage protection, improper care, neglect, misuse, abuse.*

17. *Damage caused by the use of abrasive cleaners or improper care products.*

Failure to comply with any of the terms, conditions or recommendations explained herewith will render this warranty null and void.

RADIANT HEAT POLICY

*Because wood is a natural product, significant natural variation is to be expected. It will react differently to the drying effects of radiant heat depending on the type of radiant heating system being used. As the radiant heating market is still relatively new and growing, different types and models of radiant heat and under floor heating systems are being released every year; as such, compatibility with engineered flooring cannot be accurately substantiated or safely guaranteed. Woden Flooring does **NOT** offer any warranties for engineered or solid flooring installed with radiant heat.*

CLAIM PROCEDURE

To make a claim, please contact the dealer from where you had purchased the product. Please note that the original purchaser must provide proof of purchase with any warranty claims. This warranty is non-transferable.

Following a preliminary investigation, if the dealer has concluded that the issue lies with the manufacturer, the case will then be raised with Woden Flooring where a decision will be made alongside the dealer. If a claim is made regarding Woden Flooring's products, the individual making the claim must deem it acceptable for a Woden Flooring representative to attend the premises in which the warranted floor is installed to determine the validity of the claim.

If an acceptable resolution is not possible through an on-site visit, Woden Flooring reserves the right to have a third-party inspector to investigate the issue further.

Under the terms of this warranty, if a claim is found to be a manufacturing defect, the responsibility of Woden Flooring is limited to providing the material for replacement of the defective boards – this excludes labor, accessories, disposal, inspection, shipping, and any other related costs.