

Limited Residential Warranty Program

ArborCraft Commitment ■ Limited Warranty Program

ArborCraft hardwood flooring products are manufactured from the finest raw materials. Local craftsmen create these beautiful and durable flooring products in the world's most technologically advanced hardwood flooring facilities. Naturally, products of such quality are supported by a full range of warranties from the manufacturer.

The ArborCraft Pledge

- **Residential Warranty:** Applicable products will be free from manufacturing defects for as long as you own your home. Manufacturing defects are improper milling, laminating, grading or assembling only.
- **Finish Warranty:** We warrant that under normal residential conditions and with proper maintenance, our Alumide® finish will not wear through within the amount of time specified in the Product Warranty Reference Chart. Gloss reduction is not considered wear through. Therefore, it is not covered under the finish warranty.
- **Structural Warranty:** If a properly installed and maintained Engineered product should ever warp, cup or buckle, or if the plies should ever separate due to internal glue bond failure, we will arrange for the repair or removal and replacement of the defective board(s).
- **Moisture Warranty:** Engineered floors are warranted against warping, cupping, buckling and, if glue down installation is used, releasing from the subfloor due to water migration up through the concrete only. **THIS WARRANTY ONLY APPLIES IF THE SUBFLOOR IS TESTED AND THE FLOORING IS INSTALLED IN ACCORDANCE WITH ALL INSTALLATION INSTRUCTIONS. IT IS CRITICAL THAT BEFORE INSTALLATION, ALL SUBFLOORS ARE INSPECTED AND TESTED FOR DRYNESS OR MOISTURE PROBLEMS.**
- **Refinishing Warranty:** ArborCraft warrants that our prefinished Engineered Plank Products can be sanded and refinished one time when performed by a professional sand and refinisher. Please note on surface textured products, sanding will alter handscraped appearance. On beveled edged products, stained color will remain on the beveled sides and ends.
- **Radiant Heat Warranty:** In-floor radiant heating systems can significantly alter product performance. Only the products warranted for radiant heat systems (see Product Warranty Reference Chart) can be used over these heating systems when properly installed and operated. If any other product is used, all warranties are voided.

Regarding ALL Warranty Coverages

- It is critical that all installations are done in compliance with the procedures outlined in the ArborCraft installation instructions. Failure to install in accordance with the instructions will void all warranties.
- The sole obligation and liability of ArborCraft, under our stated warranties, is to repair, replace or refinish the floor, in part or in whole, at no cost to the original purchaser or to issue a refund of the purchase price, at ArborCraft discretion.
- Only ArborCraft floors that were professionally installed will be eligible for labor cost reimbursement. If you installed the floor yourself we will cover the cost of replacement materials only. Retain your receipts for all product and installation costs.
- No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless. If before installation you discover any flooring that has obvious defects please contact ArborCraft, LLC. immediately and replacement flooring will be provided at no cost.
- Our product is not intended for a full bath installation.

Exclusions

- ArborCraft cannot warrant a color match of our products to other wood products, such as stairs, stair railings, cabinets, trim, molding, etc.
- In order to maintain the recommended relative humidity (35%-55%) inside the home, installation of a humidifier or dehumidifier may be necessary. The floor is designed to perform in an environmentally controlled structure.
- Natural wood characteristics such as mineral streaks, small knots, grain variations, etc. are normal characteristics and are not construed as defects. Nature's Trademarks leave no two pieces of wood the same and color or other variations can occur. We cannot warrant against natural variations, nor the normal minor differences between color samples and the color of installed floors.
- Only ArborCraft approved cleaning and maintenance products are appropriate for use on our products. Use of non-ArborCraft approved cleaners and maintenance products or any oil soap or ammonia-based cleaners will void all warranties. For a current list of approved products please call 1-800-258-5758
- The warranty does not cover damage arising from accidents, abuse, abnormal wear, spike heels, grit, scratches, dents, excessive heat or excessive dryness.
- Gloss reduction is not considered wear-through. Therefore, it is not covered under the finish warranty.
- The warranty does not cover color changes to any products which result from UV light. Merbau, Pine, Cherry and Brazilian Cherry are especially susceptible and may darken due to UV light exposure. Area rugs should be moved periodically to minimize the effects of ultraviolet light on hardwood floors.
- Products designed as "bargain," "cabin grade," "seconds," "close-out," "off-goods," "non-standard" are sold AS IS. These products while structurally sound are not first quality, however will provide a serviceable floor but no other warranties are implied or given by the manufacturer.

- Excessive ground moisture caused by natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters are not covered by the terms of this warranty.
- ArborCraft's warranty excludes and will not pay consequential or incidental damages associated with any warranty claim. Repair, refinish or replacement (or a refund of your purchase price) of flooring material are the sole remedies.
- The warranty does not cover insect infestation after the product has left our factory or scratches or stains caused by domestic pets.
- All warranties are limited to the original purchaser.
- Damage due to water saturation (including but not limited to) a leaky faucet, broken pipe and wet-mopping is excluded.
- The use of putties during and after the installation of hardwood flooring is considered normal and is not cause for a claim against this warranty.
- THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HERE OF. NO OTHER WARRANTIES EXPRESS, IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE MADE, INCLUDING BUT NOT LIMITED TO MERCHANT ABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL ARBORCRAFT, LLC. BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THIS PRODUCT, OR FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.
- No installer, retailer, distributor, agent or employee of ArborCraft, LLC. has the authority to increase or alter the obligations or limitations of this warranty.
- This warranty gives you specific legal rights. You may also have other rights which vary from state to state. Your rights and the limitations described above vary from state to state. Thus, it is important to retain this warranty information.
- If you need to file a claim under this warranty, first contact your ArborCraft retailer, or write to us at: ArborCraft. ■ Technical Services ■ 2225 Eddie Williams Rd. ■ Johnson City, TN 37601
- Any and all disputes arising out of the purchase of ArborCraft products or this warranty shall be subject to mandatory and binding arbitration in Johnson City, Tennessee, pursuant to the rules of the American Arbitration Association. Any trials by jury are expressly waived. Note: Please read installation instructions prior to installing.

ENGINEERED PLANK WARRANTY
Applicable residential warranties for products purchased after 8/15/2008
RESIDENTIAL FINISH WARRANTY
25 Years
RESIDENTIAL STRUCTURAL WARRANTY
Lifetime
MOISTURE WARRANTY
Yes
RESIDENTIAL WARRANTY
YES
REFINISHING WARRANTY
1 Time (Note: One surface textured products, sanding will alter handscraped appearance. On beveled edged products stained products will remain on the beveled sides and ends.
USE OVER RADIANT HEAT?
OAK The Following Wood Species Only WALNUT AMERICAN CHERRY
OTHER
3 Year Light Commercial Warranty

Important Information on Adhesives

ArborCraft has extensively tested our adhesive and determined the proper use of this adhesive will result in a successful installation. Wood flooring manufactured by Arborcraft but installed with an adhesive other than an ArborCraft approved adhesive may result in a failed installation. For this reason, only installations made with an ArborCraft approved adhesives are included with this warranty coverage. For a current list of ArborCraft approved adhesives please call our Technical Services department at (800) 258-5758

NOTE: Claims will **not** be processed without proper receipts. Claims must be processed via authorized distributor.