



WESTHOLLOW FLOORING

Westhollow Hardwood Limited Warranty

*Applies to **Bella Junction, Exotic Elegance & Grande Collections.***

Westhollow Hardwood produces not only some of the most unique flooring products in the world but one of the most dependable floors out there. With a great quality floor comes one of the most comprehensive warranties in the marketplace. This warranty lets you buy a Westhollow Hardwood floor and leave your worries behind.

This Westhollow Hardwood warranty will only apply to you if:

- 1) You are the original purchaser of the Westhollow Hardwood floor.
- 2) You have paid in full for your floor. These warranties cannot be transferable or assignable.

Under no circumstances will Westhollow Hardwood be liable for any loss or damage arising from the purchase, use, or inability to use this product. Westhollow Hardwood covers no direct, indirect, incidental, and/or consequential damages under this warranty.

LIMITED LIFETIME STRUCTURAL WARRANTY

Westhollow Hardwood warrants Westhollow Hardwood Flooring in its original manufactured state to be free from defects in lamination, assembly, and milling for the life of the floor. If our floor should ever have separation and/or delamination between the layers in a normally maintained humidity range, Westhollow Hardwood will, at our option, repair the board or boards or replace the board or boards that are affected.

Hardwood flooring, being a natural product, will continue to expand and contract through normal heating and non-heating seasons. Properly installed Hardwood floors may consequently experience some minor separation between boards at different times during the year. If minor separations do occur, they are not covered by this warranty.

LIMITED 30yr FINISH WARRANTY

We will warrant that under normal residential use, providing that our maintenance guidelines are followed, our finish will not wear through or peel off of the flooring for 30 years from the original

purchase date. Gloss reduction is not considered wear through, and therefore is not covered under this warranty. This warranty only extends to wear areas that cover at least ten percent of the total surface area of the installed Westhollow Hardwood flooring. If the finish wears through or peels off the flooring Westhollow Hardwood will, at our option, either replace the affected board or boards or recoat the affected board or boards.

LIMITED 5yr LIGHT COMMERCIAL WARRANTY

Our floors are a great choice for light commercial applications such as doctors' offices, hair salons, hotel rooms, retail showrooms, art galleries, etc. When used in light commercial applications, a 5 year warranty is provided guaranteeing that the finish will not wear through.

MANUFACTURE DEFECTS

Occasionally, small flaws occur during transportation, cutting, etc., which do not necessarily preclude use of the board. These may be used for cuts required when installing the flooring. Providing this does not affect the total footage calculated for the project, faulty boards that are affected should not be used. Should the problem repeat itself over more than 7% of the total ordered floor contact your retailer.

Westhollow Hardwood is not responsible for extra or incidental costs that occur in the replacement or repair of defective product. Westhollow Hardwood will only cover the cost of the product that is being installed to replace the defective product. All other costs have to be covered by the purchaser.

COLOR / FINISH VARIATION EXCLUSIONS

All Westhollow Hardwood floors are intended to be unique in color and graining. Hardwood is a natural and living product that will have many variations in color, grain pattern, streaks and small knots from board to board. Color variations are not a defect and it is not warranted.

Side and butt end bevels with exposed unstained raw Hardwood are not covered in the finished warranty or any other part of this warranty. This is allowed due to the nature of the manufacturing process. Westhollow Hardwood cannot be held responsible for any variations in tone, which may occur on the boards of a same product, and the differences between samples and the products used during the sale process.

Sunlight and UV rays can and will cause the staining, fading, gloss reduction, and color change in Hardwood flooring. Therefore, fading and discoloration due to exposure to sunlight and its UV rays are not covered by this warranty.

INSTALLATION

Westhollow Hardwood flooring must be installed according to our installation guidelines. These

guidelines can be found inside each carton of Westhollow Hardwood or can be found on our web site or by contacting the retailer you purchased from. Failure to install or use this product in accordance with the installation instructions will void the total warranty.

MAINTENANCE

All maintenance must be in accordance outlined in this guide. Damage to the flooring such as dents, scratches, or dulling of the finish is not covered. Wet or damp-mopping your floor with water or other substances or neglect or abuse of the Hardwood floor, including but not limited to not taking proper precautions to protect furniture legs and feet with protective pads to reduce scratches and dents, will also invalidate this warranty.

BEFORE INSTALLATION

Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. It is the installer's responsibility to check color, finish, and quality before installation. If your installer is not satisfied with our flooring prior to installation, do not install the floor and contact the retailer where the floor was purchased. Westhollow Hardwood is not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.

LIMITATIONS

This warranty shall not apply to loss or damage arising from any of the following:

- Indentations, scratches, or damage caused by negligence, water, sand, and abuse, including, but not limited to, leaking or broken plumbing, fire, flood, earthquake or standing water during or after construction.
- Surface checking resulting from low relative humidity.
- Mildew or discoloration resulting from extreme sub-floor moisture.
- Failure to follow manufacturer's installation instructions.
- Poor installation workmanship.
- Improper care and maintenance.
- Improper storage or handling of the flooring.
- Man-made or natural disasters
- Improper preparation of or deficiencies in the subfloor/floor joist assembly including, but not limited to, excessive floor deflection, uneven or irregular subfloor surface (particularly at the joists) or voids in the sub floor.
- Defects or failures of other manufacturers' products at the sub floor assembly including, but not limited to, sub floor material, fasteners, patching, or leveling compounds, adhesives, or other coverings.
- Insect infestation after shipment from the factory.

- Neglect or abuse including, but not limited to, not using protective plywood when moving heavy objects or appliances and having dirty or improper casters.
- Spiked and/or damaged heels and pet claws.
- Dents or scratches in the flooring caused by furniture, appliances, casters, or normal foot traffic.
- Falling or dropped objects, which can dent or fracture the flooring or finish.
- Non-factory applied finishes (by the owner or installer) including, but not limited to, refinishing or recoating.
- The normal wearing of the finish in high traffic areas, pivot-points, and seating areas.

NOTE: Cabinets and other appliances have to be installed before the installation of the Westhollow Hardwood flooring. They cannot be installed on top of the flooring. Pre-finished floors should be installed at the same time as carpets and AFTER finishing the walls to prevent damage from paint, dry wall dust, wallpaper adhesives and other materials. By not following these points will void all warranties on this product.

This warranty gives you specific rights. You may have other rights under state law. Your rights and the limitations described above may vary from state to state. It is therefore important to retain this warranty information.

Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. It is the installer's responsibility to check color, finish, and quality before installation. If your installer is not satisfied with our flooring prior to installation, do not install the floor and contact us right away. We are not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.