



WFS WHOLESALE

DISTRIBUTION OF HARDWOOD FLOORING AND VINYL PLANK

Limited Residential Warranty for Engineered Hardwood Flooring

Congratulations on purchasing WFS hardwood flooring. All WFS Wood Floors are manufactured under the strictest quality controls. We hope you will enjoy your new floor at home.

The Manufacturer is pleased to offer you the following Residential Warranty Program on all WFS prefinished flooring products installed following recommended installation guidelines and complying with floor maintenance procedures and specific relative humidity conditions within your home. Temperature should be maintained between 60-80 degrees and relative humidity between 30-50%

This residential warranty is extended to the original purchaser of the WFS prefinished hardwood floors. It applies strictly to residential and light commercial environments (business offices only). This warranty is not transferable to subsequent owners.

Pre-Installation Warranty

WFS hardwood floors are manufactured to the highest quality standards. However, it is the responsibility of the owner and installer to inspect each plank for quality, color, and finish before installation. This warranty does not cover materials with visible defects once they are installed. Please immediately contact your retailer if you are not satisfied with the planks before cutting it. Since wood is a product of nature, standard industry practice allows for up to 5% flooring shipped to have milling, handling, finish and/or grade defects. This warranty applies only to material that is excess of this 5%. The Manufacturer will replace or refund the purchase price of material deemed to be defective in excess of this 5%.

Product Variance from Sample

There is always some variance in wood tones due to the natural characteristics of hardwood. Samples which have been subjected to excessive light may be slightly different or have aged over time may not be representative of the product as it is now being produced. This is not considered a manufacturing defect. No claim will be accepted for installed material due to sample and product color difference. Any material returned for

deviation from sample color must be in new unopened cartons (one carton may be opened for comparison but it must be properly repackaged). You may have to pay a restocking fee if material is found to be within manufacturer's specification for color range

Full Lifetime Structural Warranty

The Manufacturer offers a lifetime warranty to the original purchaser that our engineered flooring products will not delaminate, if our flooring is not exposed to excessive moisture. The Manufacturer offers a lifetime warranty to the original purchaser that our solid flooring or engineered flooring products will not have structural defects.

50 year - Residential Finish Warranty (5 year - Commercial Warranty)

The Manufacturer warrants to the original purchaser that, when maintained according to its care and maintenance recommendations, WFS floor will not wear through for 50 years. (Commercial is 5 years - Offices only) If there is a problem with wear through, it must exceed 10% of the surface area. This does not include scratching as that is normal wear and tear.

Warranty Exclusions

- Improper storage, handling or installation of flooring. Squeaking and/or cracking by any cause other than the mis-manufacture of the flooring.
- Man-made or natural disasters including, but not limited to, leaking or broken plumbing, fire, flood, earthquake, or standing water during or after construction.
- Any problems to the wood relating to sub floor moisture emissions, or adhesive bond issues
- Any damage to the wood flooring related to excessively humid or excessively dry environmental conditions
- Improper preparation of, or deficiencies in, the subfloor/floor joist assembly including, but not limited to, subfloor material, fasteners, patching or leveling compounds. These situations are considered to be part of the installation inspection process prior to installing the flooring. Do not install flooring if these situations exist.
- Insect infestation after shipment from the factory.
- Neglect or abuse including, but not limited to, not taking proper precautions to protect furniture legs and feet with felt protectors, dirty or improper casters, moving heavy objects without a dolly and/or protective plywood beneath.
- Damage from spiked and/or damaged heels and pet claws.
- Dents or scratches in the flooring caused by furniture, appliances, casters, foot traffic or other unusual conditions.
- Falling objects which can dent or fracture the flooring and finish.
- Moisture infiltration from sidewalls or from any surface other than through the subfloor.
- Construction traffic abuse to the surface of the flooring.
- Non-factory applied finish (by the owner or installer) including, but not limited to, refinishing, recoating or cleaning and maintenance products.
- Normal color variations and natural characteristics of real wood products discovered AFTER the flooring is installed.
- The normal wearing of the finish in high traffic areas, pivot points, and seating areas. Gloss reduction is not considered wear through, and therefore is not covered under the finish warranty.

- Any damage to the flooring surface due to application of adhesive tape for any reason
- Edge Splintering, which is where the wood is excessively distressed on the edge of the flooring and can splinter if installed.

Additional Terms of the Warranty

The foregoing sets forth the manufacturer's sole obligations and liability under the Warranty. The Warranty is an exclusive remedy and is in lieu of all other express and/or statutory warranties. The Manufacturer disclaims all warranties not expressly set for the above.

- **To File a Claim**
If you need to file a claim under this Warranty Program, you must first contact your retailer or builder within 3 months of experiencing a problem. See installation instructions for exclusions to warranty.
- A written notice of claim must be filed within the warranty coverage period. Information verifying date of purchase, identity of the original purchaser, and invoices as proof of purchase will be requested. The floor must have been purchased from an authorized dealer and entirely paid for.
- **The purchase of WFS hardwood flooring from an unauthorized dealer or via Internet will automatically void any manufacturer's warranty.**

