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WARRANTY | FLOORS & PANELING

MADERA RESPONSIBILITIES

Structural Warranty

MADERA's warranty commitment is to provide quality solid plank and engineered hardwood flooring that is free from manufacturing defects in milling and lamination for the lifetime of the product, subject to the limitations set forth below.

UV Oil Finishes

MADERA products coated with natural oil finishes are covered under this warranty only when cleaned and maintained in accordance with the oil manufacturer. That maintenance may require re-application of the oil finish by a flooring professional during the period of this warranty, and the need for such re-application does not constitute a product failure. The frequency of the maintenance required to maintain a wood floor finished with natural oil may vary significantly from one setting to the next depending environmental impacts, including foot traffic. With oil-finished floors, water and other liquids left for prolonged periods without being wiped up may cause spotting, which is normal and will not be considered a product defect. Gloss reduction is not considered wear through and is not covered under this warranty, regardless of finish type.

UV Polyurethane Finishes

MADERA warrants that products coated with UV Polyurethane finishes will be delivered to the Owner's job site without defects and will have been applied according to manufacturer's guidelines. Although a UV Polyurethane offers significantly more protection than a UV oil or hand applied oil daily use will still cause wear and tear. Everyday wear and tear, gloss reduction, scuffing and scratches are not covered under this warranty.

MADERA's Handling of Warranty Claims

MADERA reserves the right to verify and inspect any and all warranty claims. Warranty claims will be investigated pursuant to the procedures set forth in the MADERA SALES AGREEMENT. Some defect claims may require the removal of samples for analysis. Responsibility for replacement costs of materials will be determined after analysis of the cause is complete. MADERA will repair and/or replace, at our option, any material deemed defective. In the event that the defective flooring is unable to be repaired in a reasonable number of attempts, MADERA will reimburse the original purchaser the purchase price of the flooring for the defective portion of the floor.

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OWNER RESPONSIBILITIES

- Owner must retain the original sales agreement and payment receipt.
- Owner must follow proper care and maintenance procedures of the floor according to the finish type.
- Owner must maintain proper relative humidity within the space – relative humidity should be maintained between 35% and 55% throughout the year. Failure to do so could result in cupping, cracking, and other floor failures that are not covered by this warranty.

INSTALLER RESPONSIBILITIES

- Ensure that the flooring is properly installed in accordance with prevailing industry standards as outlined by the NWFA.
- Verify that the flooring has been properly acclimated before installation.
- Verify that installation and/or site conditions are adequate for the installation and ensure that humidity and temperature conditions are maintained during acclimation and installation.
- Verify that the subfloor is clean, dry, flat and structurally sound per industry standards as outlined by the NWFA.
- Check the flooring for manufacturing defects and/or visible damage. Verify prior to installation that any hardwood flooring that will be installed has been manufactured within acceptable tolerances and is visually satisfactory to the end-user. When in doubt, do not install the board(s).
- Ensure that the flooring is properly covered and protected with the appropriate material after installation.

WARRANTY DISCLAIMERS

The following items are not covered by MADERA's Warranty:

- Wood flooring installed in full bathrooms with a shower or tub
- Damage caused by fire, flooding and other natural disasters and/or Acts of God
- Damage caused by negligence, accidents, misuse or abuse
- Damage caused by vacuum cleaner beater bar or hard heads
- Damage caused by appliances, furniture, and casters
- Damage caused by cutting from sharp objects
- Reduction in gloss, scratches, or indentation due to sand, pebbles or other abrasives, debris, pets, insects, construction traffic, or failure to maintain the floor as required
- Color, shade, or texture variations between samples, printed color photography or replacement flooring and original flooring material
- Changes in color due to exposure to air, sunlight and age
- Noises (squeaks, etc.) associated with anything other than the improper manufacture of the flooring



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- Naturally occurring wood characteristics such as variation in grain, mineral streaks, and knots
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners including but not limited to uneven subfloor surfaces, floor deflection, voids in the sub floor, or excessive moisture in the subfloor
- Natural expansion and contraction resulting in separation between boards or damage caused by excessively high or low humidity
- Minor cracks or separations between the flooring boards caused by expansion and contraction due to seasonal changes
- Cupping or crowning in the flooring boards due to excessive subfloor moisture or low humidity
- Construction or installation-related damage
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, broken or leaking water pipes, flooding, wet mopping spills or weather conditions
- Installation defects including installations made in violation of applicable state or local housing or building codes, or contrary to the Installation Instructions furnished with the product. When in doubt, do not install.

COLOR, MATERIAL VARIABILITY AND SAMPLE DISCLAIMER

There are color and pattern variations in all wood. This is characteristic of a living tree. All wood will go through natural color changes from the effects of oxidation and ultraviolet light. In some species such as American Cherry, Walnut and some exotics this color change is more pronounced. This is not a product defect and is not covered by the warranty. Many MADERA hardwood floors are colored by smoking (fuming) and other treatments that create color by reacting with naturally occurring compounds in the wood. Natural variations in the concentrations of those compounds from board to board may be significant and result in color variation that exceeds the variation in the untreated wood. This enhanced color variation is considered part of the appeal of this coloring technique and is not considered a manufacturing defect.

While's MADERA's samples and product imagery are intended to accurately represent the particular material's characteristics, color, and overall appearance, they DO NOT show all possible variations. Reclaimed wood products can have an extreme amount of variation. Please expect nail holes, cracks, checks and staining in addition to the standard variations described above. Normal variations between MADERA samples or product imagery and the materials delivered to you are not covered by this warranty.

WARRANTY EXCLUSIONS

The above warranties are given only to the original retail purchaser of the flooring. No warranties are transferable. It is the responsibility of the installer to inspect the



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flooring for manufacturing defects and/or visible damage prior to installation. MADERA accepts no responsibility for liabilities, claims, or expenses, including labor costs, where flooring with visible defects has been installed. No retailers, distributors or employees have the authority to alter the obligations, limitations, or exclusions under any of the MADERA warranties. MADERA excludes and will not be liable for or pay incidental, consequential or special damages under any warranties. This means any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. These limited warranties constitute the only express warranties for the product purchased. To the extent permitted by law, all warranties other than MADERA 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. These warranties give the customer specific legal rights, and the customer may also have other rights that vary from jurisdiction to jurisdiction.

MADERA wants all of our clients to be happy and satisfied with their purchase. If there are claims or questions, or in the event that you are not totally satisfied with your hardwood floor please call or email us.