



3927 North Southbank Road  
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## Commercial - Warranty Coverage and Exclusions

Wood flooring is a natural product made from living trees, which are uniquely characterized by variations in grain and color. These variations are not flaws, but part of the beauty of authentic wood. Real wood may also change in color over a period of time depending on specie and UV exposure; this is not considered to be a flaw or a defect.

### Warranty coverage

1. Flooring to be free from manufacturing defects in milling, and assembly when installed and maintained properly at the site in accordance with the guidelines prescribed by the NWFA.
2. The floor finish will not wear through when installed and maintained properly for at least one year. Flooring can be lightly screened and recoated with a clear coat of finish when it is starting to dull due to wear and traffic, this is normal for any wood flooring and is not considered a defect.

### Not covered by the warranty

- Wood flooring installed in bathrooms with a shower or tub and commercial kitchens.
- Damage caused by fire, flooding, and other disasters.
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaner beater bar or hard heads (see Care and Maintenance Guidelines).
- Damage caused by appliances, furniture and casters (see Care and Maintenance Guidelines).
- Damage caused by cutting from sharp objects (see Care and Maintenance Guidelines).
- Reduction in gloss, scratches or indentation due to sand, pebbles or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required (see Care and Maintenance Guidelines).
- Color, shade or texture variations between samples, printed color photography and online images or replacement flooring and the actual material.
- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises (squeaks, etc.) associated with anything other than a defect in the manufacturing of the flooring.
- Natural wood characteristics such as variations in grain, color, mineral streaks and knots.





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## Not covered by the commercial warranty, cont'd.

- Changes in color due to exposure to sunlight and age.
- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- Construction or installation-related damage.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.
- Installation defects, including but not limited to, installations made: upon improper acclimation; in violation of applicable state or local housing or building codes, or (iii) by non-licensed installers, contrary to written instructions furnished with the product or prescribed by the NWFA.

NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT THE FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED. NO RETAILER, DISTRIBUTOR OR PATINA OLD WORLD FLOORING EMPLOYEE OR SALES AGENT/REPRESENTATIVE HAS THE AUTHORITY TO ALTER THE OBLIGATIONS, LIMITATIONS, DISCLAIMER OR EXCLUSIONS UNDER ANY OF OUR WARRANTIES. WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR WARRANTIES.

