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## Engineered Prefinished Hardwood Floors

### RESIDENTIAL LIMITED WARRANTY PROGRAM

This Residential Limited Warranty Program is offered by WoodWalk International Co., Ltd., the manufacturer of BELLEFLOOR Engineered Prefinished Hardwood Floors, and is extended to the original buyer of our product for as long as the original buyer own his or her home. This Warranty Program is limited to residential application only and does not apply to commercial or industrial use.

#### ❖ **25 Year Finish Warranty**

We warrant that under normal residential conditions and with proper maintenance, our lacquer finish will not wear through for 25 years from the date of the original purchase.

The surface wear must be readily visible and must cover at least ten percent (10%) of the surface area. Gloss reduction, however, is not considered wear through and is not covered under the finish warranty.

#### ❖ **Structural Warranty**

In case our engineered hardwood floor product should ever cup, warp, buckle, or if the plies should ever delaminate due to internal glue bond failure under normal environmental conditions, we will arrange for the repair or removal and replacement of the defective material(s).

Normal environmental conditions, as suggested in our BELLEFLOOR Engineered Floors Installation Guide, mean that heating and ventilating systems should be designed to maintain interior relative humidity level in the air between 35% and 55% RH all year round.

#### ❖ **Manufacturing Warranty**

We warrant that each strip of our engineered hardwood floor is free of defects caused by improper milling, grading, and finishing. We will be liable for manufacturer defects that exceed 5% of the original hardwood flooring purchase order, and where applicable, will repair or replace material only, excluding the cost of transportation, storage, and installation. However, this warranty does not extend to cover flooring after installation. Damage caused by improper transportation and storage are not covered.

#### ❖ **Concrete Subfloor Moisture Warranty**

Our engineered hardwood floors are warranted against warping, buckling, cupping, twisting and, in the event of glue down installation, releasing from subfloor due to water migration up through the concrete only.

It is important that before installation, the subfloor is tested for dryness or moisture problems in accordance with the installation instructions. The installation of a vinyl sheet moisture barrier using a full spread adhesive is highly recommended. This warranty only applies if the subfloor is tested and the flooring is installed in accordance with all installation instructions. Written documentation of the subfloor test must be obtained to validate the warranty. The warranty will cover a one-time replacement only.

#### ❖ **Refinishing Warranty**

We warrant that our engineered hardwood floor can be sanded and refinished three times when performed by a professional floor refinisher.

❖ **Radiant Heat Performance Warranty**

We warrant that our engineered hardwood floor, with exception of *American Hard Maple*, *Kempas*, and *Asian Mahogany* can be used over in-floor radiant heating systems.

The radiant heat system must have been tested and operational for a few weeks prior to installation. The surface temperature must never exceed 85<sup>o</sup> Fahrenheit (or 28<sup>o</sup> Celsius). Proper relative humidity level must be maintained at all time during the year. Humidifiers and/or dehumidifiers may be necessary to maintain normal relative humidity level.

## **WARRANTY COVERAGES**

It is required that all installations are done in accordance with the procedures stated in BELLEFLOOR Installation Guide. All warranties will be voided if the installations are not done in accordance with the installation instructions.

The sole obligation and liability of BELLEFLOOR, at our own discretion, under our stated warranties, will 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.

Only our engineered hardwood floors that were installed by professional installers will be eligible for labor cost reimbursement. If you installed the floor yourself we will cover the cost of replacement materials only.

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 BELLEFLOOR immediately and replacement flooring will be provided at no cost.

Claims must be filed by the initial buyer at the point of purchase. Information such as proof of purchase, original warranty and our Installation Guide will be requested. We reserve the right to inspect the floor and remove samples for technical analysis within 60 days from receipts of a written claim.

## **WARRANTY EXCLUSIONS**

- BELLEFLOOR cannot warrant a color match of our products to other wood products, such as stairs, stair railings, cabinets, trim, molding, etc.
- BELLEFLOOR floors should be installed in environments of 35% to 55% relative humidity to prevent possible damage not covered by warranty. Installation of a humidifier or dehumidifier may be necessary. The floor is designed to perform in an environmentally controlled structure. Warranty exclusions are, but not limited to, surface checking resulting from low relative humidity, mildew or discoloration resulting from extreme sub-floor moisture.
- 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. Wood is a

product of nature. Color variations are a normal occurrence due to species, aging, and exposure to UV light or sunlight. Area Rugs should be moved periodically to minimize the effects of ultraviolet light on hardwood floors.

- Only approved prefinished hardwood flooring cleaners and maintenance products are appropriate for use on our products. Use of non-approved cleaners and maintenance products or any oil soap or ammonia-based cleaners will void all warranties.
- The warranty does not cover damage arising from negligence, accidents, abuse, spike heels, grit, scratches, dents, water, broken or leaking pipes, wet mopping, erosion, sand, pebbles, other abrasives, pets, insects, and abnormal wear.
- Failure to follow manufacturer's specific written installation instructions, poor workmanship by installer, improper care and maintenance, and unsuitable environment (including but not limited to foregoing an inadequate humidity rate, a lack of protection of the product sold, and a lack of preparation of the surface receiving the product sold) will void the warranty.