

UGen Floors

UGen Floors Engineered Hardwood Warranty

Warranty

UGen Floors warrants to the original purchaser/homeowner who owns the home in which it is installed, that all of its flooring products will be free from defects in lamination, assembly, milling, dimension and grading, for a period of 30 years from the date of purchase. This Warranty is not transferable.

UGen Floors warrants to the original purchaser/homeowner who owns the home in which it is installed, that the finish, when used under normal residential traffic conditions, will not wear through or separate from the wood for a period of 30 years from the date of purchase. **UGen Floors** prohibits the use of any adhesive tape on the flooring at any time during the installation or thereafter. This includes tapes that are specially made for wood flooring, such as blue or green masking tapes. Such use of tape may void this Warranty and no claims will be addressed in regards to defects in the finish as a result of the use of tape.

This Warranty is made subject to the following conditions:

The product must be stored in a dry place. The product must be installed indoors within relative humidity of 30 to 50%, in accordance with applicable installation instructions, and maintained in accordance with The **UGen Floors** Care and Maintenance Procedures. This Warranty does not cover damage to the finish as a result of incorrect maintenance, accidents, neglect, or abuse, to include damage such as scratches, indentations or discoloration. All claims against surface wear must be easily visible and be at least 10% of the entire floor. Gloss reduction is not considered surface wear. In the event of a finish defect, **UGen Floors** will, at our option, repair the defective planks, replace the defective planks or refund the amount equal to the price paid for the portion of the defective planks at an amount prorated from the date of installation. This is the sole and exclusive remedy under this Warranty. **UGen Floors** warrants moisture barrier applications within the strict condition that the correct adhesive, which is either made by (same brand) or specified by the moisture barrier manufacturer, is used during the moisture barrier application. The use of any non-conforming adhesives will void the warranty.

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Warranty Exclusions:

This Warranty does not cover claims regarding damage such as scratches, indentations or discoloration resulting from lack of proper maintenance, misuse, negligence, spiked heel shoes, pets, insects, water, moisture, fire, pebbles, sand or other abrasives, insufficient protection on furniture, wet mopping, excessive heat or dryness, failure to maintain proper levels of humidity or failure to follow all of the ***UGen Floors*** Maintenance and Care instructions. Use of floor care products other than those especially formulated for use on the ***UGen Floors*** may damage your floor and void this Warranty. See your dealer or contractor for ***UGen Floors*** approved floor care products.

UGen Floors considers flooring that has been installed as that which has been accepted as ordered. Prior to the installation, the homeowner, dealer or installer has the responsibility to inspect the product to ensure proper specie, color, grade, integrity of structure and finish. The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause. ***UGen Floors*** assumes flooring that has been installed as that which has been accepted. No credit will be given for boards that have been installed with visible signs of defects or variances.

This writing is the complete and exclusive statement of the Warranty, and is in lieu of all other express/or statutory warranties. ***UGen Floors*** assumes no responsibility for incidental or consequential damages, however, some states do not allow the exclusion or limitations of incidental or consequential, so this may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state. The sole remedy provided herein is the repair or replacement of defective products. Under no circumstances will the manufacturer be responsible for cost in excess of a refund of the prorated amount of the purchase price of the defective material.

If you have a warranty claim, contact the dealer or contractor from whom you purchased the material from.