



### **Hardwood Engineered and Solid Hardwood Flooring Warranty**

Yulf Design & Flooring warrants to the original purchaser in the original installation that the finish of the floor will not wear off or delaminate from the floor under normal residential use for a period of 25 years. Proper control of the residential environment according to NWFA rules of installation, maintenance, and moisture conditions must be observed and maintained, for the warranty to be valid. Damage due to installation, transportation, storage, handling, maintenance, or any other cause is not warranted and evidence of damage due to any of the above will invalidate this warranty.

### **Structural Warranty**

Yulf Design & Flooring warrants to the original purchaser in the original installation that our product is free from manufacturing defects for the lifetime of the floor if it is installed and maintained according to NWFA rules of installation and maintenance. This Limited Warranty is subject to the following;

- This Limited Warranty is not transferable and is valid only to the original purchaser at the original installation site.
- The floor must be installed in indoor residential areas in accordance with NWFA installation guidelines.
- This limited warranties apply to you only if you have purchased the hardwood floor for your own personal residential use and not for resale.

### **Pre-Inspection Requirements**

• It is the responsibility of the installer/homeowner to inspect each plank prior to installation. Our product is guaranteed to be within industry accepted grading standards and free of manufacturing defects prior to installation. Hardwood flooring contains natural wood characteristics such as knots, cracks, color variation, mineral streaks, pinholes, etc. These are considered normal grade characteristics and are not considered defects; if you find a characteristic objectionable, simply have your installer cut it out during the installation process. Yulf Design & Flooring is manufactured in accordance with accepted industry standards which permit a grade/manufacturing defect tolerance not to exceed 5%.

Yulf Design & Flooring accepts no responsibility or liability for the cost of product or labor when planks containing visible defects of any kind have been installed.

### **Exclusions of Warranty**

- The limited warranties do not cover conditions caused by abuse, improper use or poor maintenance.
  1. Reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by pets.
  2. Damage caused by negligence, accidents, misuse, or abuse (i.e., dragging objects across the floor without proper protection).
  3. Wear caused by pebbles, sand or other abrasives, construction traffic, or failure to maintain the floors.
  4. Damage caused by caster wheels or vacuum cleaner beater bars.
  5. Failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
- Splits, cracks, grain raising, checking, edge fracturing, splintering or chipping that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive moisture or improper environmental conditions (i.e., low or high humidity) are not covered by these warranties. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 35%-55%.
- Wood flooring installed in full bathrooms with a shower or tub.
  - Damage caused by fire, flooding, and other natural disasters and Acts of God.
  - Changes in color due to aging, excessive moisture, exposure to sunlight or ultraviolet rays (which may cause oxidation of finish/stain) is not considered a defect. Certain species including, but not limited to, American Cherry, Walnut, Brazilian Cherry, and Merbau are especially susceptible to color change. Area rugs should be moved occasionally, as they block sunlight and may give the appearance of discoloration under the rug.
  - Color, shade, or texture variations between samples, printed color photography 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 including, but not limited to, squeaks, popping, etc.
  - A product deformity that is not measureable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
  - Natural wood characteristics such as variations in grain, color, mineral streaks, knots, normal differences between color of samples and the color of installed floors, and color variations from board to board.
  - Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
  - Products designated as “thrift,” “antique,” “tavern,” “bargain,” “cabin grade,” “seconds,” “economy grade,” “rustic,” “close-out,” “off-goods” or “non-standard.” Such products are sold “AS IS.” • Floors that are installed in other than owner-occupied or tenant-occupied residences.

- Commercial installations of residential products. • Construction or installation-related damage.
- Floors damaged 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 installations made: (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions furnished with the product.