**Eco Floor Direct Warranty**

Lifetime Structure Limited Warranty 25 Year Finish Wear Through)

Our Warranty: We warrant that our product is free from manufacturing defects such as, but not limited to, milling, assembly, and lamination, if installed and maintained properly in your home.

However, should any of these defects occur and we accept a warranty claim, we will happily repair or replace, at our discretion, the defective product with the same product, if available, after an inspection has been conducted by our rep and/or third party inspector.

If at the time the claim is made the original product is no longer available, we will replace with another product of similar and equal value.

Our Warranty Terms & Conditions: • Flooring must be installed indoors and only in residential areas. • Flooring must be installed in accordance with standard installation instructions. • Flooring must be used and maintained according to our Floor Care and Maintenance Guide • Surface wear must not be as a result of improper care and negligence • Surface wear must be readily visible (approximately 10% of the installed floor). Gloss or sheen reduction is not considered surface wear.

This Warranty applies to the original purchaser and installation site, and is non-transferable. This Warranty will cover the repair or replacement of the defective flooring materials; it does not cover any labor costs.

Warranty Exclusions: Wood is a natural product. Variations in its grain pattern, color, and/or texture are normal and are not considered defects. Therefore, this Warranty will not apply to these. This Warranty also does not apply to the natural color changes that occur in wood over time.

Our Warranties do not cover indentations, scratches, or damages caused by negligence, exposure to extreme heat, dryness or water saturations, accidents, abuse, misuse, indentations from “stiletto-style” heels or pets’ nails, stains of any kind, failure to follow all the manufacturer’s instructions, insufficient protection, improper alterations of the original manufactured product or causes as a result of normal wear and tear.

This writing is the complete and exclusive statement of the Warranty and is in lieu of all other expenses and/or statutory warranties. We assume no liability for incidental or consequential damages. However, some states do not allow the exclusion or limitations of incidental or consequential damages, so this exclusion 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.

Filing a Claim: To file a claim, please contact the hardwood floor specialist, retailer or distributor where you purchased your hardwood floor. Please be prepared to provide information related to your purchase, such as product name and purchase date. Your hardwood floor specialist, retailer or distributor will provide you with additional instructions for filing the claim at the time of your call.