

FLOORS @ WORK

NAF ENGINEERED HARDWOOD WARRANTY

Engineered Hardwood: Return within 30 days from receipt of goods. A 25% restocking fee is applied to all approved returns.

Proof of Purchase: A signed original copy of the invoice from Floors@Work by an Authorized Officer of the Company is required.

Method of Refund: We do not keep any cash on the premises and as such all refunds will be mailed out/or picked up by the customer or its representative within 7 days of the date of return. The refund cheque will be made payable to the name on the invoice.

30 YEAR LIMITED WEAR WARRANTY

NAF Engineered Hardwood flooring is guaranteed for 30 years as outlined below provided that the flooring has been installed in accordance with the NAF installation guidelines. The installation guidelines are based on the National Wood Flooring Association and the Hardwood, Plywood and Veneer Association which have individually found that certain conditions (environment controlled to stay within 35-55% relative humidity, and between 65- 75°F will promote the longevity of wood flooring. Under accepted industry standards, Natural wood products permit a natural or manufacturing defect tolerance, not to exceed 5%. The limited warranty is valid for the original purchaser, is NON-TRANSFERABLE and subject to the procedures, conditions, limitations, disclaimers and exclusions set forth herein.

ONCE INSTALLED, ALL PLANKS WILL BE CONSIDERED AS ACCEPTED BY THE INSTALLER AND/OR HOMEOWNER.

VISUAL APPEARANCE

NAF carefully inspects all boxes prior to shipping from our factory and when entering our warehouse. Consumers and installers must inspect planks for visual defects prior to installation. Carefully examine your floor for colour, grade, finish, and general quality before installing it.

STRUCTURAL (JOINT INTEGRITY)

NAF warrants that the structural integrity of all joints will not fail for 30 years of normal use.

MOISTURE

NAF Engineered Hardwood flooring is designed to withstand normal moisture or dryness. When installed and maintained in strict accordance with NAF's installation and maintenance instructions, floors are guaranteed against damage caused by normal moisture or arid conditions.

WEAR

NAF warrants its engineered hardwood flooring for residential use in its original manufactured state to the original purchaser for a period of 30 years from date of original purchase. Warranty extends to wear areas that cover at least 15% of the surface area of the installed floor.

RADIANT HEAT

Hairline finish splits can occur due to shrinkage from high temperatures and extreme changes in humidity levels.

If installing in a dry climate area, over radiant heat, or in situations where dry conditions are expected such as high-rise buildings, the flooring should be acclimated with the ends of the boxes opened for 2-3 weeks prior to installation to ensure proper acclimation. HVAC systems should be operating normally throughout the acclimation period, and portions of the flooring should be distributed to acclimate in the actual rooms where each portion will be installed. Slight surface checking (cracking), particularly at the ends of planks, should be expected in installations over radiant heat and does not constitute a product failure. This flooring is not warranted for installation over electric radiant heat systems. Only hydronic systems are approved.

30 YEAR LIMITED WARRANTY CONDITIONS

- Flooring must be installed and used in accordance with the NAF's installation and maintenance instructions.
- Flooring is intended for indoor use only and should not be used outdoors.
- Flooring is not suitable for installation in areas of high humidity such as saunas and baths.
- Surface wear or damage is not the result of accidents or abusive conditions such as, but not limited to: damage caused by severe impact, scratching, or cutting, or improper maintenance.
- Surface wear must be readily visible and excludes reduction in gloss.

- Variation or reduction in gloss or sheen is not considered wear under this warranty.
- NAF warrants that wood flooring will not be damaged by the effects of normal moisture or dryness when removed promptly. This water warranty specifically excludes damage caused by sustained water exposure such as leaking appliances, including but not limited to: dishwashers, washing machines and refrigerators, hydrostatic pressure, overflows of fixtures resulting in subsurface penetration, standing water, urine or other corrosive liquids, excessive subsurface penetration or moisture emissions from concrete, leaking pipes or faucets, flooding or natural disasters.
- NAF Engineered Hardwood floors may be installed over hydronic radiant heated subflooring 1,2. To prevent buckling, warping, and cupping, NEVER change the temperature of radiant heated subfloors by more than 3°C (5°F) each day. Before installing NAF Engineered Hardwood floors, radiant heat systems must have been tested and operational for at least three weeks. Surface temperature of the subfloors MUST NEVER exceed 27°C (82°F). Abruptly turning on or off the radiant heat system can cause crowning and cupping of the boards which will not be covered by warranty.
- Humidity should be between 35-55% and must be maintained throughout the year. Maintaining humidity levels may require use of a humidifier or dehumidifier.
- Temperature should be maintained between 60-80° F (15-26°C).
- A moisture barrier is required over concrete, or gypsum floors and moisture retardant is recommended for wood subfloor.
- Moisture of concrete subfloors or other subflooring must be tested prior to installing the floor. Tests must result in less than 3 lbs per 1000 square feet per calcium chloride moisture test. Written documentation of the moisture test must be obtained to validate this warranty.
- It is the purchaser's responsibility to ensure that product delivered is the product that has been chosen.
- NAF flooring must be purchased directly from an authorized dealer of FLOORS AT WORK products for warranty to apply.

WARRANTY EXCLUSIONS

- Improper installation and abuse from cleats, stiletto heels, unprotected furniture legs, indentations, scratches, pet claws, sand, rocks and circumstances causing abnormal or excessive wear.
- Bending or bowing of boards may occur along length direction as a result of humidity and temperature fluctuations; however, bowing should settle once pieces are installed. All boards which are bowed less than 1.1% of the total length of the board are considered normal.
- Seasonal changes in humidity and temperature may cause expansion and contraction of floorboards, known as cupping or gapping. Boards should return to normal once humidity and temperature have returned to normal conditions. Humidity and temperature should be carefully monitored, and use of a humidifier or dehumidifier may be necessary. Gapping generally occurs

in periods of excessively low humidity while cupping occurs in periods of excessively high humidity.

- Damage from sub-floor moisture, flooding, leaking plumbing, overflowing sinks, or similar moisture related damages.
- Alterations or repairs of the product will void all express and implied warranties. No warranty is provided to cover repairs.
- Slight surface checking (cracking), particularly at the ends of planks, should be expected in installations over radiant heat and does not constitute a product failure.
- Damage from natural disasters, weather, or other extreme environmental conditions.
- Damage caused by improper maintenance, wet mopping, misuse, or improper alterations of the product from its original form.
- Stains, including those caused by pets, or insect infestation after the product leaves the factory. Chemical or otherwise, is excluded from this warranty.
- Some squeaking, popping, or crackling is normal and can occur after staple or nail-down installation.
- Squeaks caused by improper inspection or construction of subfloor are not covered by warranty. Subfloor separating from the joist can cause squeaking which is not covered under warranty. This can happen with temperature and humidity changes or when new construction settles, changing the levelness of the subfloor. When the wood moves up and down on the pulled nail, it can cause the floor to squeak, therefore, it is recommended that the subfloor is screwed down rather than nailed down to prevent squeaking.
- NAF flooring purchased via the internet, classifieds, or auctions whether from an authorized dealer or not, is excluded from warranty coverage.
- Natural expansion and contraction that may cause cracks or separation between boards or damage caused by low or extremely high humidity.
- This warranty excludes dissatisfaction with color, shade, texture variations from samples or printed color illustrations or representations of NAF products.
- Use of unapproved tape on the wood surface will void wear warranty.
- All hardwood floors will scratch and dent depending on living conditions. Scratching and denting are excluded from warranty claims.
- Inadequate product choice for flooring application and environment.
- Color, grain pattern and/or texture variations are a natural occurrence due to species, age and exposure to ultraviolet light. These natural variations in wood tone, color and grain are not considered defects. New or replacement flooring may not match sample flooring or existing flooring exactly.

- All wood floors will eventually darken, fade, or lighten depending on the species and how exposed they are to the sun. This warranty does not cover colour deterioration resulting of sunlight sensitivity.

DISCLAIMER

This limited warranty does not create for or impose upon the manufacturer any obligations or liabilities arising from any other warranties, express or implied, including merchantability or fitness for a particular purpose. Under no circumstances can FLOORS AT WORK INC. be held responsible or liable to the customer or any other person for any loss of time, inconvenience, expenses, costs, or other incidental, special, or consequential damage and disclaims liability for breach of any other express implied warranties with respect to this product. FLOORS AT WORK is under no obligation to reinstall or replace warranted planks or cover reinstatement costs. No obligation to replace or repair shall be extended to any subfloor materials, adhesives, supplies or other materials used during removal, installation or refinishing. The repair of defective product material or the supply of replacement product, are the sole remedies. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the foregoing exclusion or limitation of incidental or consequential damages may not apply. This limited warranty gives the customer specific legal rights. Such rights may vary from one jurisdiction to another. This warranty shall not be deemed to have failed its essential purpose while FLOORS AT WORK Inc. is willing to repair or replace defective goods. Any replacement of good is for ONE TIME ONLY and all expressed warranties are Non-transferable.

For more information, please contact us.