



## Limited Residential Warranty on Ten Oaks Products

### **Flooring Performance:**

Flooring must be used under normal residential traffic conditions. Installation, care, and maintenance instructions provided by Ten Oaks must be followed for warranty to be valid. Warranty provisions extend to the original purchaser only. Ten Oaks solid flooring is warranted against manufacturing defects caused by improper milling, grading, and coating. Damages caused by improper transportation, storage, and installation are not covered. Ten Oaks is liable only for the defective flooring that exceeds 5% of the original hardwood flooring purchase order, and may only repair or replace such defective material, excluding the cost of transportation, storage, and installation. Ten Oaks accepts no responsibility for finishes applied to Ten Oaks' prefinished products unless they are approved by Ten Oaks.

### **Finish Performance (Prefinished Products Only):**

All factory applied UV cured modified urethane surfaces on Ten Oaks prefinished floors are warranted by Ten Oaks not to wear through or separate from flooring for 20 years from the date of purchase.

### **Warranty Exclusions:**

The following items are not covered under this warranty agreement and will void the warranty:

- Indentations, scratches, or damage caused by negligence, water, sand, everyday wear, or abuse.
- Naturally occurring changes in color from exposure to light.
- Failure to provide proper environmental conditions, including but not limited to maintaining proper humidity levels.
- Failure to follow manufacturer's installation instructions.
- Poor installation workmanship, including improperly prepared or inadequate subfloors.
- Improper care and maintenance.

### **Milling Defects:**

NOFMA industry standards allow for up to 5% of the square footage to contain wood below grade and/or with milling defects. During installation, occasional knots and defects will be encountered including machining dips, splits, wane, and knife marks. If anything is objectionable, it can be sawed out of the piece leaving the remaining piece available to the floor. DO NOT install defective flooring. If you encounter an excessive manufacturing problem, call Ten Oaks immediately. Ten Oaks may inspect the floor before deeming it unacceptable. If unacceptable, Ten Oaks may send replacement flooring, credit you the portion of flooring which fails to make grade, or refund the cost of the flooring in full. Again, DO NOT install defective flooring. *Flooring that has been installed is deemed acceptable.*

### **Color & Grain Variation:**

Wood is a natural product. Expect varying color and natural grain variation. Ten Oaks cannot be responsible for claims arising from a floor with varied grain/color variation. Grain and color will vary from samples.

### **Color Fastness:**

All woods are sensitive to light and atmospheric elements, and over time, will change color, developing a unique and beautiful patina.

### **Terms and Conditions:**

The terms of this warranty become valid upon final payment and successful installation of the product. The use of floor care products other than those recommended by Ten Oaks may damage flooring and void this warranty.

EXCEPT AS EXPRESSLY SET FORTH ABOVE, *Ten Oaks* MAKES NO WARRANTY, EXPRESS OR IMPLIED, WHETHER RELATING TO MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE OR OTHERWISE, AND *Ten Oaks* DISCLAIMS ALL WARRANTIES NOT EXPRESSLY SET FORTH ABOVE.