

25-year Limited Warranty

Important! Please read this document thoroughly before installing your Appalachian hardwood floor.

Prior to installing your floor, inspect it thoroughly to verify that it meets your expectations in terms of overall quality, grade and color/shade mix. If, after inspection, the floor is found to be inadequate or unacceptable, contact your dealer immediately. **Do not attempt to repair. Do not install the floor. Installation of the floor automatically implies total acceptance of the product. It is the responsibility of the purchaser and/or installer to thoroughly inspect the product before it is installed.**

Appalachian 25-year Limited Warranty

Appalachian offers a 25-year warranty against wear-through on all of its Prestige, Antique and Excel flooring products sold by authorized dealers and/or distributors. This warranty does not apply to other Appalachian flooring products, including Tavern grade, imperfect or non-standard floors, which are sold by the dealer and accepted by the customer as is.

Under the terms of this warranty, Appalachian will exchange or refund any flooring that is found to be substandard. No other compensation, whether related to removal, installation, incidentals or any other expense, will be considered. *(Note: This exclusion may not apply in all states or provinces, since some do not allow such exclusion/limitation. Please check local regulations.)*

Procedures

Should you need to file a claim under this warranty, here is the procedure to be followed.

- Contact the Appalachian Flooring's dealer where the floor was purchased. If, for any reason, this dealer is unable to help you with your claim, you can contact the manufacturer, by sending your claim by registered mail to:

**Sales Manager
Appalachian Flooring**
450 de Rochefort Street
P.O. Box 337
Cowansville, Quebec J2K 3S7
Canada

Tel.: 450-266-3999
Fax: 450-266-5343

www.appalachianflooring.com
info@appalachianflooring.com

- You must have your original receipt and be the first and only owner of the floor for which you are filing a claim.
- Surface wear must be evident and affect at least 10% of the total surface of the floor.
- You must file your claim within the period covered by the warranty.

Appalachian Flooring is authorized to proceed to a thorough inspection of the floor for which a claim is filed, as well as to the removal of any samples of said floor for technical analysis, as deemed necessary, within 30 days from the receipt of the written claim. Should Appalachian Floorings' analysis prove that a portion of the floor is indeed defective, Appalachian will, at its sole discretion, repair the affected area or supply replacement material in the form of an identical or equivalent product.



APPALACHIAN 25-YEAR LIMITED WARRANTY

**Appalachian prefinished
hardwood flooring...**

For years of enjoyment!



Care and Maintenance

With a few simple steps and precautions, you can enjoy and preserve the original beauty of your floor.

• Humidity

Changes in humidity levels can cause any wood floor to shrink or expand. In order to minimize such movement, it is important to maintain the humidity level in your home between 40% and 50%, through the use of appropriate humidity and ventilation systems.

• Liquids and spills

All liquids and spills should be wiped off as soon as possible in order to prevent any possible damage. You may consider using area rugs to protect susceptible areas (around kitchen sink, at entrance for wet footwear, etc.).

• Protection

Abrasive dirt such as sand, street dirt and cat litter can damage any hardwood floor. Protect your floor by using entrance mats and area rugs. Regular cleaning or vacuuming of these rugs will prevent accumulation of dirt. Felt protectors under the legs of all pieces of furniture will prevent damage caused by scratching.

• Sunlight

Normal exposure to sunlight will cause slight color changes in any hardwood floor. Area rugs, which block out light, should therefore be shifted regularly.

• Care products

For best results, we recommend the use of specially formulated wood care and maintenance products.

Terms and Conditions

This warranty covers flooring installed for residential use only. This warranty covers the original buyer, for as long as he or she owns the home in which the flooring is installed. This warranty is non-transferable.

The following situations are not covered by this warranty:

- Products installed in a basement, or directly over a concrete floor, or in a room equipped with radiant heating;
- Reduction or dulling of the floor's shine or gloss, which is normal and is not considered surface wear;
- Shrinking and/or expansion of the floor, which is due to seasonal changes in humidity and/or heating conditions and is therefore not considered a defect;
- Fading or changes in color, which are due to exposure to sunlight or intensive lights and, as such, are normal;
- Scratches, dents or any other damage caused by furniture or appliances, water or other liquids, insects, pets, sand, salt, dust and/or high heels;
- Damage resulting from incorrect installation, unsatisfactory storage protection, improper care, neglect, misuse, abuse, and/or improper humidity levels;
- Damage caused by the use of abrasive cleaners or improper care products.

Minor variations in wood color, grain, knots and/or mineral streaks are inherent features of all hardwood flooring products. Such variations are normal and are not considered defects unless they account for more than 5% of the total volume of flooring purchased. Under the terms of this warranty, Appalachian Flooring will only exchange products which show variations exceeding 5% of their total volume.

Other recommendations

- For best results, it is advisable to have your floor installed professionally following our installation recommendations.
- Before installing Appalachian hardwood floors, subfloors should be carefully treated and/or prepared, in order to prevent moisture-related problems and other problems associated with construction defects or sub-par installation conditions. Floors should be installed according to widely recognized industry standards and practices.

Failure to comply with any of the terms, conditions or recommendations explained herewith will render this warranty null and void.

