



Limited Warranty Agreement



Governing solid and engineered Era Design flooring
for residential and commercial use.

Limited Warranty

Era Design Collection floors are manufactured by an experienced team that combines a passion for quality with a high level of technical expertise. Using the latest technology in wood flooring manufacturing and production, Appalachian floors are built to last and give you the mental peace that comes with buying a top-line product that you can trust implicitly.

Thus, Appalachian Flooring Ltd. (hereafter referred to as Appalachian, Appalachian Flooring) is proud to offer you the following Warranty Program (hereafter referred to as the Warranty). The Warranty covers our line of pre-oiled flooring products: both solid and engineered, which have been installed following recommended Appalachian Flooring and NWFA installation guidelines, maintained according to recommended floor maintenance procedures (As outlined in the Appalachian Installation Guide, Appalachian Engineered Installation guide and the Era Design Care and Maintenance Guide as well as the applicable NWFA guidelines) and kept at a normalized level of humidity (Solid 35-55%, Engineered 35-70%).

Appalachian Flooring warrants that all of its products successfully meet established industry standards, as specified for each product category, as well as meeting our own high standards and are thus free from manufacturing defects. This warranty extends solely to the original purchaser of the floor, is non-transferable and applies only to residential or commercial (excluding heavy commercial) use. Low hardness species (those with janka ratings below that of red oak) are not recommended for commercial use.

The warranty is valid for all Era Design pre-oiled hardwood flooring, manufactured after December 31, 2005 and sold under the Appalachian Flooring brand.

In the event of a discrepancy between any other Appalachian Flooring warranty documents and the present document, the latter shall prevail.

35-year Era Design Warranty

The Era Design Collection is finished with a natural oil product which will showcase the beauty of the wood while providing protection to the wood's surface. Floors in this collection will achieve a timeworn look as they are submitted to foot traffic. Scuffs, scrapes and accumulated character marks are an inherent feature of this type of finish and will add to the patina of your floor. However if you follow the conditions outlined in the Era Design Care and Maintenance Guide you will be able to refresh and rejuvenate your floor in order to maintain the original appearance of the finish as the relief of the floor evolves over time.

The durability of an oiled floor versus wear-through cannot be covered by a warranty as it depends on the maintenance done by the end-user. If the maintenance schedule is followed the consumer will be able to enjoy their floor for at least 35 years without having to have the floor re-sanded to bare wood in its entirety.

Appalachian Flooring warrants, to the original purchaser, that the **pre-oiled UV-cured surface finish**, factory applied, on its Era Design pre-oiled hardwood floor will not have any manufacturing defect and will not separate from the wood for:

- **Thirty five (35) years**, from the date of purchase, when used under normal **residential traffic conditions**, or
- **Five (5) years** from the date of purchase, when used under **commercial conditions (excluding heavy commercial use)** and this for all products manufactured after December 2011.

Appalachian Flooring does not recommend the use of American Walnut, American Cherry or Yellow Birch for commercial use due to the low relative hardness of these hardwood species.

This warranty applies on the condition that regular and preventative maintenance have been carried out as recommended in this guide and in the Era Design Care and Maintenance Guide.

Warranty excludes any indentations, scratches or surface damage caused by misuse, negligence, accidents, pets, lack of proper maintenance, spike-heeled

shoes, water, wet mopping, erosion, pebbles, sand, other abrasives, insufficient prevention and/or protection. In order to qualify the floor as defective, finish separation must be readily visible (from standing height) and cover at least ten percent (10%) of the surface area. Gloss reduction and wear through are not covered under this warranty.

Any damage due to improper transportation, storage, handling, installation, or any other cause, is not covered by this warranty. As per industry standards, Appalachian Flooring reserves the right for a 5% defect allowance, which is not covered under this warranty.

Color

All wood flooring will undergo natural color changes due to the effect of sunlight and/or ultraviolet light and these changes are not covered by our warranty as it is considered a natural occurrence in wood. Rugs and furniture should be moved occasionally to mitigate this problem, especially on the photosensitive species such as Cherry, Walnut and Exotics. Color change is not a product defect. In addition, your flooring will vary from the samples and pictures shown due to wood having natural occurring color variation. Wood flooring produced at different time periods in the same year or in different years will also exhibit color differences.

Floor Care

The use of floor care products other than those specifically recommended for Era Design Collection flooring by Appalachian Flooring is prohibited as it may damage your floor or leave a residue or haze and will void the Warranty. Check our Era Design Care and Maintenance guide for a list of approved products.

Radiant Heat

Solid hardwood flooring of any species as well as hickory or exotic engineered floors should never be installed over a radiant-heated floor and will not be covered by the warranty if so installed. All other Appalachian Engineered Floors can be installed over radiant heating according to approved installation methods in the Appalachian Flooring Engineered Installation Manual and relevant NWFA guidelines.

Grading

The Prestige grade may contain pieces with mineral streaking and pin knots. All other grades allow: checks, mineral streaks, open knots, closed knots or filled knots with putty, cracks, holes, worm holes, open cracks, localized variable thickness, subsidence of character traits, etiolation or separation within character traits, color variation and other related characteristics as well as movement within natural characteristics and finish deterioration near natural characteristics.

Noise and Squeaking

Any type of noise coming from fastener movement, improper retention of the flooring to the subflooring, the use of staples in hardwood flooring installation, the installation of hardwood flooring over OSB or in conditions outside the scope of the warranty or installation guide will not constitute a defect and no claim will be accepted regarding this.

Installation and acceptance

Installation of any flooring constitutes acceptance of its grade, milling, color and finish. The homeowner should approve the product before installation. If the homeowner elects to have the product installed in his absence he is deemed to have accepted the product. Appalachian Flooring cannot control the quality of installation thus we cannot warranty claims that are installer related. In addition, if a third party inspection determines that the defect was present before installation and was subsequently installed, it is not the responsibility of Appalachian Flooring to pay for the board replacement.

Colonial Grades

There is no warranty on Appalachian Flooring Colonial Grade wood neither on the structure nor the finish.

Lifetime Structural Warranty

Our high production standards and passion for quality allow us to offer you a lifetime warranty on the structural integrity of our pre-finished and unfinished hardwood floors. Our products conform to our highest standards and are of superior quality and uniformity.

Appalachian Flooring thus warrants its hardwood floors against all defects in manufacturing, sorting and varnish application. Additionally Appalachian Flooring guarantees that our products will remain free from defects as regarding their sizing, classification, lamination, assembly and structural integrity and this for the natural life of the original purchaser.

To file a claim

If you wish to file a claim under this Warranty Program, you must first contact your Appalachian Authorized Dealer where the original purchase was made.

A written notice of claim must be filed within the warranty coverage period, and no later than six (6) months after the first occurrence of the problem giving rise to your claim. Information verifying date of purchase and identity of the original purchaser as well as the original invoice, as proof of purchase, must be supplied to Appalachian Flooring or its representatives on request. The floor in question must have been purchased directly from an Appalachian Flooring Authorized Dealer and paid for in its entirety before a claim may be submitted. The purchase of Appalachian hardwood flooring from an unauthorized Appalachian dealer and/or via the Internet will automatically void this and any other manufacturer's warranties implicit or implied.

Caution! We strongly suggest that you keep your original invoice, together with the Appalachian Installation Guide and the Appalachian Care and Maintenance / Warranty Guide in a safe place as they may be required to submit a claim.

If your local Authorized Appalachian Dealer is unable to answer your claim, please contact us by registered mail at the following address:

Appalachian Flooring, Technical Service Department
454 rue de la Rivière,
Cowansville, Québec,
Canada J2K 3G6
Tel.: (450) 266-3999 – Toll free: 1-866-213-1110 – Fax: (450) 266-5343
Or by e-mail: info@appalachianflooring.com

In this case Appalachian Flooring will be happy to send you a form to be completed and returned for further processing.

In any eventuality, *Appalachian Flooring reserves the right to have a designated Appalachian Flooring representative or third party inspector inspect the floor and remove samples for technical analysis* within 30 days from the receipt of the written claim. Should Appalachian Flooring's 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.

Warranty exclusions

The Warranty does not cover indentations, scratches or damage caused by negligence, water, wet mopping, erosion, pebbles, sand, other abrasives, spiked-heeled shoes, insects, pets, misuse, abuse, accidents, natural wood fibre surface discoloration, extreme environmental conditions, failure to follow all manufacturer's specific written installation instructions, poor workmanship by installer, improper maintenance, insufficient prevention and/or protection in kitchen workstations and underneath furniture, misuse or improper alterations of original manufactured products, damages resulting from the shifting of the building, or from defects in the base on which the floor is installed.

THE FOREGOING SETS FORTH **APPALACHIAN FLOORING'S** SOLE OBLIGATIONS AND LIABILITY UNDER THE WARRANTY. THE WARRANTY IS AN EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER REPRESENTATIONS, COLLATERAL AGREEMENTS, CONDITIONS OR WARRANTIES OF ANY NATURE OF KIND, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONDITION OR WARRANTY AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, DURABILITY, SUITABILITY, QUALITY OR CONDITION OR ANY CONDITION OR WARRANTY ARISING BY STATUTE OR OTHERWISE IN LAW OR IN EQUITY OR FROM A COURSE OF DEALING OR USAGE OF TRADE. IN NO EVENT SHALL

APPALACHIAN FLOORING OR ITS SUPPLIERS BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, ECONOMIC, COMMERCIAL, CONSEQUENTIAL, INCIDENTAL OR SPECIAL LOSS OR DAMAGE OR ANY CLAIM BY A THIRD PARTY, RESULTING FROM THE USE OR LOSS OF USE OR THE PERFORMANCE OR NON-PERFORMANCE OF **APPALACHIAN FLOORING** PREFINISHED FLOORING PRODUCTS. THE FOREGOING PROVISIONS SHALL APPLY WITH RESPECT TO ANY CLAIM, DEMAND OR ACTION IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, INCLUDING BUT NOT LIMITED TO NATURE OF THE BREACH OF CONTRACT, BREACH OF COLLATERAL WARRANTY OR TORT INCLUDING NEGLIGENCE OR MISREPRESENTATION.

CERTAIN CONDITIONS, EXCLUSIONS AND LIMITATIONS SET OUT IN THIS WARRANTY ARE NOT PERMITTED OR EFFECTIVE IN SOME PROVINCES AND STATES, THEREFORE SOME OF THE CONDITIONS, EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM PROVINCE TO PROVINCE AND STATE TO STATE. IT IS THE RESPONSIBILITY OF THE CONSUMER TO INFORM HIMSELF OF THE LEGAL RIGHTS THAT APPLY TO HIS SPECIFIC SITUATION.

THE SOLE REMEDY PROVIDED HEREIN IS THE REPAIR, REFINISH OR REPLACEMENT, AT THE OPTION OF **APPALACHIAN FLOORING** OF DEFECTIVE PRODUCTS. IN THE UNLIKELY EVENT THAT **APPALACHIAN FLOORING** IS UNABLE TO CORRECT THE FAILURE AFTER A REASONABLE NUMBER OF ATTEMPTS, **APPALACHIAN FLOORING** WILL REFUND, IF REQUESTED, THE PURCHASE PRICE OF THE PORTION OF THE DEFECTIVE FLOOR ON A PRORATE BASIS. ANY ATTEMPT TO REPAIR, REPLACE, OR REFINISH THE FLOOR PRIOR TO **APPALACHIAN FLOORING'S** INSPECTION AND AUTHORIZED REPAIR ACTIONS WILL VOID THIS WARRANTY.

NO DISTRIBUTOR, DEALER, INSTALLER, AGENT, SALES PERSON OR **APPALACHIAN FLOORING** SALES REPRESENTATIVE IS AUTHORIZED TO CHANGE OR INCREASE THE TERMS OR COVERAGE OF THIS WARRANTY PROGRAM.