



## **RESIDENTIAL HARDWOOD PRODUCTS WARRANTY**

We make every effort to ensure your complete satisfaction by manufacturing our products to the highest quality standards. Every hardwood plank goes through numerous quality inspections not only during production, but also prior to packaging and shipping.

The warranty described below is solely extended to the original purchaser and is subject to the procedures, limitations, disclaimers and exclusions set forth herein. This warranty covers only approved product applications as recommended by Wego International Floors.

### **LIFETIME MANUFACTURING DEFECT LIMITED WARRANTY**

Wego International Floors (Wego) warrants, to the original purchaser, that the floor you have purchased will remain free from manufacturing defects in lamination, milling, and grading for as long as the original purchaser owns the home. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Even properly installed hardwood floors may consequently experience some separation between boards at different times during the year. If separations do occur, they will not be covered under this warranty.

### **25 YEAR RESIDENTIAL WEAR WARRANTY**

- Wego warrants to the original purchaser that the finish will not wear through for twenty-five years. Lack of proper maintenance and floor protection may void this warranty.
- This warranty does not cover routine scratches, dents, loss of gloss, and chipped boards should they occur.

### **WARRANTY DISCLAIMERS AND EXCLUSIONS**

- Color variations in wood flooring are a natural occurrence due to species, age or character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring exactly. Gloss reduction is not considered surface wear.

- Wego is not responsible for color variation of product or samples for the consumer matching flooring to other wood products such as cabinets, stair railings, trim and moldings.
- Wego will authorize repair or replacement of any defective boards in excess of the industry accepted allowance of 5% margin of error. Boards within that 5% allowance that do not meet customer expectations should not be installed.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots are not considered defects. In character grade floors, tinted fillers are allowed and should be expected.
- Installations / Maintenance must be performed in accordance with all NWFA Standards. Failure to follow proper installation and/or maintenance by wet mopping, insufficient protection, misuse or improper alterations of the original manufactured product void this warranty.
- Damage due to water and/or moisture, including, but not limited to broken or leaking pipes, wet mopping, weather or natural disasters, is excluded from Wego warranties.
- Wego warranties do not cover indentations, scratches, stains or damage caused by negligence, fire, water, moisture, excessive heat, excessive dryness, erosions, pebbles, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, color variations, and naturally occurring wood characteristics.
- Wego warranty does not cover natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- No warranties apply to extreme conditions. The humidity level in the home must be in the 40% - 60% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate.
- This warranty does not cover any insect infestation after the product as left the factory.
- Difference in color/tone/pattern between actual products and display samples, website pictures, and product brochures. If you have concerns, do not install the floor as installation constitutes acceptance.
- Dissatisfaction and/or damages as a result of improper installation and/or maintenance.
- Damage caused by rolling loads and improper floor protection such as chair pads and walk off mats in heavy traffic areas.
- Damage caused by excessive moisture, hydrostatic pressure, mildew/mold/alkali.
- Damage/fading from exposure to extreme heat or sunlight. Window coverings should be used to prevent excessive exposure to sunlight or heat.

- Responsibility for any area adjacent to the floor, such as moldings, subfloor, cabinets, counters, appliances, furniture.
- Damage/staining due to rubber backing and/or dyes/pigments used in floor mats, rugs, carpets.
- Heat damage from appliances, portable heaters, hot air and/or baseboard heat registers.
- Claims on products that have not been properly stored (no exposure to the elements) prior to installation.
- Products sold “as is” have no warranty coverage.

#### **ADDITIONAL TERMS OF THE WARRANTY**

- Normal exposure to sunlight will bring changes in shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.
- No installer, retailer, distributor, independent agent, or employee of Wego International Floors has the authority to alter the obligations or limitations of any Wego warranty.
- Wego cannot honor claims on products that were installed without inspection and acceptance by the owner/purchaser of the hardwood floor. Installation constitutes acceptance.
- No warranties apply to any product or products designated as seconds, rustic, cabin, closeouts, off- goods or non-standard items. Any product(s) so designated is sold “As Is.”
- Incidental or consequential costs and damages are excluded under all Wego warranties.
- Use of Wego floors in environments that are excessively dry, excessively humid, or prone to dramatic swings or variations in humidity may result in small cracks in the planks which may affect your floor's finish. This condition is known as “checking” and is not covered under the Limited Warranty.
- It is the responsibility of the installer and/or the owner to inspect boards prior to installation. Wego accepts no responsibility for costs of product or labor when boards with visible defects have been installed.
- Wego’s warranty is not transferable and there is no warranty on any commercial installations.
- Wego reserves the right to modify this warranty at any time.
- This warranty is effective for installations of products as of 6/1/2021.