Warranty

PRE-FINISHED ENGINEERED HARDWOOD FLOORING

Vidar Design Flooring warrants its pre-finished engineered hardwood flooring to be free from defects in the structure, machining, and final dimension under normal residential usage for a period of 35 years from the date of purchase.

We also warrants that its UV Cured aluminum oxide finish with residential application, used under normal residential conditions, with recommended maintenance procedures will not wear through or separate from the hardwood flooring. This warranty is effective for 35 years from date of purchase.

The warranty applies solely to original purchaser purchasing through an authorized dealer where product have been paid for in full.

Normal Interior environmental conditions must be maintained. Normal interior environmental conditions mean temperature between 68F-72F and relative humidity of 40% -50% year round. Environmental conditions outside these limits will void warranty.

It is allowed up to 5% waste factor or allowance for grading, natural or manufacturing defects. Any defect in the flooring that does not exceed this waste factor or allowance (up to 5% of the total square footage of the purchase) is NOT to be covered by the warranty. The defect under

the waste factor or allowance may include, but not limited to minor splitting, checking or cracking occurred in some hardwood species sometime due to its nature, or minor scratch, damage or other finish defects occurred due to manufacturing reason in some hardwood species.

Vidar Design Flooring ’s liability under the warranty is limited to replacing only the boards deemed defective. If Vidar Design Flooring is unable to provide a replacement, Vidar Design Flooring will refund the purchase price of the boards deemed defective ONLY on a prorated basis, taking into consideration the remaining life of the limited warranty. Due to natural color variations,UV light, and/or character marks, new or replacement flooring may not exactly match samples of existing flooring.

Slight color and tone variations may occur. This is to be expected and accepted when matching old with new flooring.

The warranty does NOT cover any loss of time, inconvenience, incidental expenses, such as, but not limited to cost and labor incurred in the removal or re-installation of the defected or affected materials, and any other incidental or consequential damages or costs.

Failure to follow procedure of flooring acclimation (5-7 days for acclimation prior to installation is recommended) and qualify job site conditions may invalidate this warranty.

This warranty covers the original factory finish only. Applying another finish and/or re-sanding may damage the factory original finish and will invalidate the warranty again the finish wear. Seasonal expansion and contraction with minor gaping in the heating season is a normal function of hardwood and is not considered a defect, hence not covered by this warranty.

Vidar Design Flooring is not responsible for any issues resulting from excessive moisture such as but not limited to: cupping,warping, shrinkage, twisting or buckling, splits and checks, any issues resulting from sub-floor inadequacies or failure to follow maintenance procedures.

The warranty does not cover installation of defective boards, installation denotes acceptance. It is the installer’s responsibility to examine the products prior to installation and cull out unacceptable boards.

Any issue resulting from fire, intentional abuse, and damage caused by flooding, plumbing and appliance leak, water spillage, water leakage through sliding glass door, vacuum cleaner beater bar, improper caster wheels, and cutting from sharp objects, and any exterior application, is not covered by this warranty. Damage caused by pets, spiked heels, negligence, insects, wet moping, water or use of non-recommended maintenance procedures are also not covered by this warranty.

Variation of color, shade, or texture of the flooring delivered from those shown on samples or photographs is not considered a defect. Discoloring from heat or sunlight, and gloss and color reduction is not also considered a defect. Those are not covered by this warranty.

Warranty Exclusion

Following is to summarize additional EXCLUSION under this warranty; any claim under the EXCLUSION is NOT to be covered by the warranty:

Natural Variation: Hardwood is natural product containing natural variation in color, tone graining and other variation, such as mineral streaks, small knots and grain variation from plank to plank. In addition, due to its natural variation, a fully installed floor may have variation in color, tone and grain, or gloss difference with the samples which are for demonstrative purpose only.

Improper Installation: The flooring must be installed according to the installation instruction by NATIONAL WOOD FLOORING ASSOCIATION (NWFA). It is also to be treated as improper installation if it is under improper storage, handling, and improper preparation of, or deficiencies in the sub-floor/floor joist assembly, including but not limited to excessive floor deflection, uneven or irregular sub-floor surface or voids in the sub-floor. Defects or failure of other manufacturers' products at the sub-floor assembly, such as sub-floor materials, fasteners, patching compound, adhesives, and other floor covering are not to be covered by this warranty.

Improper Maintenance: Besides what has been mentioned in this warranty, other improper maintenance includes but not limited to using of non-recommended maintenance and floor-care products, such as oil soaps, liquid or paste wax products, other household cleaners containing lemon, orange, or tung oils; neglecting or abusing of floor, such as not taking proper precautions to protect furniture legs and feet with protective pads to reduce scratches and dents; not using dollies and protective plywood when moving heavy objects; furniture or appliances having dirty

or improperly operating casters; spiked or damaged heels; pet clawing and scratching; falling or dropping objects which could dent or fracture the floor and finish. Dents or scratches in the floor caused by furniture, appliances, casters or normal foot traffic are also not to be covered by this warranty.

Improper Environment: Besides what has been mentioned in this warranty, other improper environment includes but not limited to man-made or natural disaster, such as leaking or broken plumbing, landscape watering or irrigation, fire, flood, earthquake, insect infestation, or standing water during or after construction, excessive moisture infiltrated from side walls, sub-floor or any other source. Normal wearing of the finish in high traffic areas, pivot points and seating areas is also not to be covered by this warranty.