

Ravenna Engineered Wood Warranty

Ravenna Engineered Hardwood Flooring is made from the finest European Oak, manufactured with the highest quality control and environmental standards.

This warranty is only extended to the original purchaser, may not be assigned, or transferred. Warranty coverage may be voided if all installation instructions and recommendations are not followed, or using improper materials or tools. PLEASE READ AND FOLLOW ALL INSTRUCTIONS CAREFULLY.

MANUFACTURING DEFECTS

American Flooring Distributor (AFD) warrants its Ravenna Engineered Hardwood Flooring to the original purchaser of the floor, in its original condition, shall be free from manufacturing defects caused by improper milling, and grading for as long as you own your flooring (except otherwise note below). You and/or your installer should carefully inspect each plank before installation. Any uncut planks that appear to have defects should not be installed and can be returned to the original place of purchase and be replaced at no cost to you.

AFD is liable only when the defective flooring exceeds 10% Residential (20% Commercial) of the original engineered wood flooring purchased, and will only replace such defective material, excluding the cost of transportation, storage, and installation. Occasional defects in flooring from miss-milling or handling damage do occur. During installation, occasional defects will be encountered including machining snipes, waness, splits, and areas on the face that will not clean up. Simply crosscut out the defects and use the remaining sections to start or finish a row. If your installer discovers a reoccurring problem or determines the waste to be excessive, stop immediately and call your supplier to review the problem before proceeding. AFD will, at its option, either send replacement flooring or credit you for that portion of flooring which fails to make grade. The warranty does not cover manufacturing defects that have been installed which are visible or which reasonably could have been discovered by you or your installer prior to installation. You must notify AFD of any such manufacturing defects before installing flooring. If not properly notified, AFD shall not be held liable for any costs or expenses incurred as a result of the purchase or installation of any such defective or unsatisfactory flooring.

LIFETIME STRUCTURAL LIMITED WARRANTY

Each floor plank is laminated using the most advanced flooring technology available. In the unlikely event of delamination, warping, cupping or buckling of the product because of manufacturing defects, AFD will replace or repair the defective flooring pieces at no cost to you.

25 YEARS RESIDENTIAL FINISH LIMITED WARRANTY

The surface finish for AFD's engineered flooring for residential use is warranted not to separate due to manufacturer's failure for 25 years from the date of purchase. Wear through is covered for 25 years under normal residential traffic conditions so long as all care and maintenance

instructions are followed. Wear through on less than 10% Residential (20% Commercial) of the total floor area are not covered by this warranty but may be repaired.

5 YEARS COMMERCIAL FINISH LIMITED WARRANTY

The surface finish for AFD's engineered flooring for commercial use is warranted not to separate due to manufacturer's failure for 5 years from the date of purchase. Wear through is covered for 5 years under normal traffic conditions so long as all care and maintenance instructions are followed. Wear through on less than 10% of the total floor area are not covered by this warranty but may be repaired. The flooring requires an additional coating of a compatible finish directly after installation.

NO-BUCKLE MOISTURE WARRANTY

We guarantee that our floors will bond to the subfloor for the life of the flooring provided the installation and application are in full compliance with AFD's installation instructions and the adhesive manufacturer's application instructions.

ENVIRONMENTAL WARRANTY

All components of AFD's engineered flooring are chosen for their responsible environmental impact. All woods are from professionally managed "sustained yield" forests.

EXCLUSIONS TO WARRANTY

The following are excluded from this warranty:

Gapping of Planks. Because of AFD's engineered wood's wide widths, there is considerable amount of expansion and contraction at different times during the year. This warranty does not cover gapping caused by normal expansion and contraction that wood floors may experience between boards, improper sealing of planks during installation or by mastic memory. If minor separations do occur, they are not covered by this warranty. Cupping, delaminating, or crowning due to excessive moisture or humidity is not covered by this warranty.

Installation. To be covered by this warranty the flooring must be properly installed by a licensed flooring contractor in accordance with all installation instruction provided to you with the floor. This warranty does not cover damage arising from improper installation of the flooring. The flooring must be purchased from an authorized dealer. **This warranty does not cover any defects unless the square footage of such defective flooring exceeds 10% residential or 20% commercial of the total square footage of your purchase.**

Improper Storage. Damages caused by improper transportation and storage are not covered.

Improper Adhesives. Damage caused by using water-based adhesives over sheet vapor barriers or sound insulation are not covered.

Improper Maintenance. Maintenance instructions must be followed and in particular the floor cannot be wet mopped. The use of products containing wax or oils may damage your floor and void the warranty.

Extreme Conditions and Surface Checking. The manufacturer will not warranty AFD's flooring in climates that experience extreme humidity changes. The humidity level in the home must be in the 45%-60% range throughout the year using air conditioners, humidifiers, or dehumidifiers as appropriate. Dramatic variations in humidity may cause micro checking of the finish. This is not considered a defect and is not covered by the warranty.

Abuse or Misuse. This warranty does not cover damage caused by neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals to the flooring, color change, excessive pivot and point-loads, stiletto shoes, heavy furniture or equipment, unpadding furniture feet, water, pet claws, pet urine, damage from sand, pebbles, or other abrasives or other unintended uses.

Water Damage. This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, leaking plumbing, overflowing sinks, or similar water damage.

Insect Infestation. This warranty does not cover any insect infestation after the product has left the factory.

Radiant Heat. Only low temperature radiant heating systems which are regulated to never exceed 83-degree F at the wood surface may be used. If surface area is allowed to exceed 83-degree F, all warranties are void. Only Float-In installations are acceptable for radiant heat subfloors.

Natural variations. Wood is a natural material. No two pieces are the same. We do not warrant against natural variations in color within the floor. AFD cannot be responsible for claims arising from flooring that possesses a greater range of grain/color variation than found in samples supplied by dealers. AFD flooring is purposely selected as character grade wood and as such, contains all the original defining uniqueness such as open knotholes, pits, worm holes, and other naturally occurring elements of a character grade floor. We suggest you allow 5% waste for cross cutting and removal of cracks and end splits. Allow an additional 5% if open knots will be cut out and not filled.

Color Fastness. All woods are sensitive to light and oxygen; therefore, over time they will change color developing a unique patina because of varying exposure to sunlight or UV light.

Miscellaneous. Other items not covered under the warranties include damage caused by natural events such as hurricanes, tornadoes, earthquakes, and floods; installation with visible defects; construction traffic abuse to the surface of the flooring; use of non-recommended nailers, staplers, or adhesives; squeaking, popping, or crackling by any cause other than the manufacture of the tongue or groove.

In the event that there is a claim against this warranty, AFD will pay for one replacement of the portion of the installation that is defective. This includes all reasonable materials and labor unless otherwise noted here. AFD excludes and will not pay consequential or incidental damages under this warranty. The sole remedy provided herein is the repair, refinish, or replacement, at the sole option of the manufacturer. In the unlikely event that the manufacturer is unable to correct the failure after a reasonable number of attempts, the manufacturer will refund, if requested, the purchase price of the portion of defective floor on a prorated basis. Any attempt to repair or replace the floor prior to the manufacturer's inspection and authorized repair actions will void this warranty. This warranty does not include the cost of labor if the flooring is installed by other than professional installers. It does not apply to any products designated or sold as B-grade which is sold "as is". There are no other warranties, including merchantability or fitness for a particular purpose, expressed or implied other than those listed within this warranty. This warranty will not be deemed to have failed its essential purpose while AFD is willing to repair or replace defective goods.

Some states do not allow the exclusion or limitation of incidental or consequential damages and therefore, this exclusion may not apply. This warranty gives you specific legal rights which may vary from state to state.

TO OBTAIN WARRANTY SERVICE.

For warranty issues, please contact your dealer where you purchased the floor.