

# WARRANTY STATEMENT



Hardwood flooring is the most beautiful, durable and esthetically pleasing floor that money can buy and will add “warmth” to any room.

As a manufacturer of custom high quality hardwood flooring products Wide Plank Hardwood Inc. we pride ourselves in making the best products for you.

Wide Plank Hardwood Inc. products are proudly manufactured in Chilliwack, British Columbia, Canada.

Wide Plank Hardwood Inc. offers to the original purchaser our standard Limited Warranty (“this Warranty”) given to the original purchaser of our products and used them in a residential or business office setting. Our warranties are not transferable and may not be used by subsequent owners.

## **Structural Lifetime Warranty:**

Wide Plank Hardwood Inc. warrants that the product is free of manufacturing defects. This warranty will not cover any products containing visible defects after it is installed.

## **Product Quality:**

Wide Plank Hardwood Inc. products are manufactured in accordance with industry standards which tolerate up to 5% of down grade within each species of hardwood. Wide Plank Hardwood as a company is certified by the Forest Stewardship Council and has the ability to provide flooring that is fully certified by FSC.

Wide Plank Hardwood Inc. monitors its hardwood flooring through every step of manufacturing through strict and rigorous quality control, guaranteeing quality and consistency in our hardwood flooring products.

Wide Plank Hardwood Inc. accepts the use of putty, stain and/or filler for the enhancement of the flooring as normal.

## **Moisture:**

Wide Plank Hardwood Inc. warrants that its hardwood flooring products do not exceed the industry standard set by the National Wood Flooring Association (NWFA). The moisture levels are between 6-9% on hardwoods and 6-10% on softwoods such as Douglas Fir.

## **Grading:**

Wide Plank Hardwood Inc. products are made to the specified grading and in accordance with the industry standard acceptable variation of 5-7%.

## **Engineering Flooring:**

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Wide Plank Hardwood warrants the lamination process of the top and the substrate layer for a period of 10 years, under conditions stated by the NWFA regarding Relative Humidity and temperature etc.

## **Installation:**

It is your responsibility to ensure that the proper conditions are set for receiving all Wide Plank Hardwood Inc. products. The installer must determine that the job site conditions meet or exceed standards set by the industry for proper installation, refer to the NWFA regulations.

To ensure a high quality flooring installation, flooring must be laid over a level high-quality subfloor. Flooring installers are responsible for final product quality and jobsite conditions. If the material is defective while it's being installed, it is the responsibility of the installer to halt the install and report the deficiencies to the supplier. You and your installer are responsible for inspecting flooring prior to installation.

**Installing the flooring constitutes acceptance of our product by the purchaser and installer**

## **Damage:**

Wide Plank Hardwood Inc. will not accept any responsibility due to damages incurred to improper transportation, storage, installation, or any other cause.

## **Maintenance:**

All hardwood products must be maintained and cleaned regularly. Flooring should be cleaned with a damp mop with water or in combination with approved products.

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## **Terms and Conditions:**

These Terms and Conditions apply to the sale of all Wide Plank Hardwood Inc. products. By purchasing Wide Plank Hardwood Inc. products, you are making an agreement to follow these Terms and Conditions.

**Shipment - Risk of loss:** We will arrange to have your order shipped by common carrier to the address you specify, the costs of which are included in your invoice. All shipments are free on board (F.O.B.) Chilliwack, B.C. and all risk of loss and title transfers from Wide Plank Hardwood Inc. to you upon delivery of the goods to the carrier for shipment. In such event of loss or damage, Wide Plank Hardwood Inc. will process on your behalf any claims against the carrier.

## **Acceptance:**

All products must be inspected by you and your installer at the time of delivery. Any damage or defects must be reported to the carrier or directly to Wide Plank Hardwood Inc. immediately and should be noted on the bill of lading. If the shipment is not in agreement with the invoice, you must notify Wide Plank Hardwood Inc. within 48 hours of delivery. Neglecting to give notification within the allotted time will cause the shipment to be deemed as accepted by you.

## **Limited Remedies:**

If the products of Wide Plank Hardwood Inc. do not comply with our warranty conditions, Wide Plank Hardwood Inc. will repair or replace any damaged or defective products as described in the warranty. Wide Plank Hardwood Inc. will not be held responsible for any punitive, incidental, or consequential damages.

## **Delivery – Storage Fee:**

Wide Plank Hardwood will make all reasonable efforts to have your products delivered to you on or before the committed delivery date. If you require your shipment to be postponed for more than 21 days after your order has been completed, a storage fee of \$75 per day will be applied.

Delivery dates are an estimation and Wide Plank Hardwood Inc. will not be held responsible for any delays, direct / consequential costs or damages caused by the carrier, your inability to accept the delivery on the discussed date or other causes beyond our control. You will be responsible for covering all additional delivery or storage charges if you should not be available to receive the shipment on the discussed date.

## **Website / Brochures:**

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The information displayed on our website and within our brochures is general information, and is not part of an offer that is binding upon us. Wide Plank Hardwood Inc. may change information on our website or in our brochures at any time without notice.

## **Warranty Limitations**

The following non-exclusive limitations are not covered in the warranties described herein:

Any scuff, marks, dents, scratches, or dulling of gloss. This may include damage caused by heeled shoes, children, pets or use of incorrect and not approved cleaners.

Damage caused by vacuum cleaners, furniture or other objects being wheeled or dragged across the floor. Wide Plank Hardwood Inc. recommends using protective non-staining, non-pigmented plastic or felt pads to support furniture. All protective pads should be replaced regularly.

Any cracks, splits, chipping, splintering, or edge fractures that occur after installation as a result of abuse or improper care for the product, including exposure to improper humidity levels and environmental conditions.

The natural movement of the wood as a result of improper humidity / temperature levels that may cause flooring to cup or crown either during or after the acclimatization and installation process.

Wood flooring installed in rooms containing tubs or showers.

The change in the color of the wood as it ages, or is exposed to excessive moisture, or UV rays.

Normal wear and tear of the floors finish in areas of high traffic.

Noises including, but not limited to, squeaks, popping, etc.

Damage or defects due to construction or installation-related activities, including installations made: (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions furnished with the product, or (iii) where high moisture activities, such as painting, tile and stone work takes place after delivering the flooring.

Flooring deficiencies caused by problems related to the subfloor, joint assemblies.

Insect infestation.

Damage caused by water or moisture from the subfloor. This includes but is not limited to pipe bursts/leaks, spillage, excessive water used while mopping, and environmental conditions such as flooding.

Damage caused by natural disasters, acts of terrorism and acts of God.

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## **IMPORTANT: Humidity Control:**

You and your installer are responsible for acclimatizing the area in which the floor will be installed and ensuring that it is an appropriate environment.

Relative humidity levels in the home must remain consistent throughout the year, within the range of 40 to 50%, otherwise the warranty is void.

\*In the SUMMER, excessive humidity can cause hardwood boards to swell and cup. Use air conditioning or a dehumidifier to lower the humidity to proper levels.

\*In the WINTER, excessive dryness can cause wood floors to shrink, creating gaps between the boards and in some cases, cupping as well. Use a humidifier to increase the humidity to proper levels in the colder season.

Maintaining these levels throughout each season is key to keeping your floor in top shape. Use a hygrometer to measure seasonal changes in relative humidity levels.

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Updated: January 1<sup>st</sup>, 2015