



(866) 522-4500 FAX (805) 955-0033

www.NaturallyAgedFlooring.com

LIFETIME LIMITED WARRANTY

ACCOUNT MUST BE IN GOOD STANDING OTHERWISE WARRANTIES WILL NOT APPLY AND ALL CLAIMS WILL BE DENIED.

Finish/Wear Warranty: Naturally Aged Flooring will warrant under normal residential conditions and uses, and providing that Naturally Aged Flooring's maintenance guidelines are strictly followed, that the finish will not wear through or peel off of the hardwood flooring for the lifetime of the floor or as long as the original purchaser owns the home in which it is installed.
Commercial warranty 2 years!

Structural Warranty: Naturally Aged Flooring warrants all first quality engineered hardwood floors to be free from defect in material and workmanship including milling, assembly, dimension and grading for the lifetime of the floor or as long as the original purchaser owns the home in which it is installed. Naturally Aged Flooring additionally warrants that these engineered hardwood floors, will not delaminate when properly installed and maintained according to Naturally Aged Flooring's installation and maintenance procedures. This does not include defects resulting from moisture.

NOTE: REPAIRS AND REPLACEMENTS MUST RECEIVE APPROVAL FROM NAF BEFORE PROCEEDING. ANY CLAIM ON FLOORING THAT HAS BEEN REPAIRED OR REMOVED WITHOUT PRIOR APPROVAL WILL BE DENIED.

N.A.F. Adhesive Warranty

N.A.F. will honor the applicable terms of any wood floor manufacturer's current published adhesive warranty or subfloor moisture warranty (where applicable) when the flooring was installed using Naturally Aged Urethane Wood Flooring Adhesive in accordance with product instructions and the instructions of the wood floor manufacturer.

N.A.F. will also warrant Naturally Aged Urethane Adhesive to be free from defects in materials and workmanship for a period of one year from the date of purchase, if the product has been installed in accordance with the N.A.F. Specification Guide and the installation instructions furnished with the product. In the event of loss of adhesion of Naturally Aged Urethane Adhesive due to product defect, N.A.F. will reimburse the customer for the cost of labor and materials necessary to repair or replace the affected area(s) of the installed wood flooring.

EXCLUSIONS NOT COVERED BY OUR WARRANTY:

- Damage caused by improper storage, handling or installation of flooring.
- Squeaking, popping or crackling.
- Man-made or natural disasters including but not limited to leaking or broken plumbing, landscape watering/irrigation, insect infestation, fire, flood, earthquake or standing water during or after construction.
- Improper preparation of, or deficiencies in, subfloor/floor joist assembly including, but not limited to subfloor materials, fasteners, patching/leveling compounds or adhesives other than flooring adhesive. These situations are considered to be part of the installation inspection process prior to installing Naturally Aged Flooring. Do not install flooring if any of these situations exist.
- Neglect or abuse including, but not limited to not taking proper precautions to protect furniture legs and feet with felt protectors, dirty or improper casters, moving heavy objects without a dolly or floor protection.
- Spiked and/or damaged heels.
- Pet claws.
- Dents or scratches in the flooring caused by furniture, appliances, casters or normal foot traffic.
- Falling or dropped objects which can dent or fracture the flooring and finish.
- Moisture infiltration from sidewalls, appliances or from any surfaces including through the subfloor.
- Construction traffic abuse to the surface of the flooring.
- Non-factory applied finish (by the owner or installer) including but not limited to refinishing or recoating.
- Natural color variations/characteristics such as mineral streaks, small knots and grain variations from plank to plank.
- Normal wearing of the finish in high traffic areas, pivot points and seating areas. Gloss reduction, scratches and dents in the finish are not considered surface wear are not covered under the finish warranty.
- Warranty does not cover move out expenses, storage or moving of furniture, painting, cabinet/door removal, or anything other than the material needed and labor to repair or remove/replace the defective material.
- Incidental or consequential damages are excluded under Naturally Aged Flooring's warranties.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. Naturally Aged Flooring's warranty gives you specific legal rights. You may have others which vary from state to state. These warranties do not apply to any product designated as other than first quality including but not limited to mill run, cabin grade, specials, non-standard items or any items or products sold "as is". These warranties are effective for Naturally Aged Flooring engineered hardwood flooring sold after the "Date of acceptance".

DISCLAIMER OF UNSTATED WARRANTIES:

The limited warranty described in this section is in lieu of all other warranties of Naturally Aged Flooring and disclaims all other warranties concerning the flooring, expressed or implied, including but not limited to any implied warranty of merchantability, fitness or adequacy for any particular purpose, use or quality.

WHAT TO DO IF YOU HAVE A PROBLEM:

Naturally Aged Flooring takes every possible precaution to ensure that our wood floors perform as warranted. In the unlikely event our product fails to meet your expectations, you should contact your retailer or builder within 30 days of experiencing a problem. They are a great source of information and should be able to rectify the situation to your satisfaction.

ADDENDUM REGARDING ONLINE SALES AND VOIDED WARRANTY

Naturally Aged Flooring protects local businesses by forbidding the sale of our flooring on the internet. Any product purchased online is considered second-hand and will not be warranted by N.A.F. Orders will only be shipped to the designated shipping address we have on file for you with the sole exception of job site deliveries on our local Los Angeles truck. If you Will Call from any warehouse using a commercial trucking company you will need to provide a BOL and the address of the final destination. Orders being shipped outside of your territory will not be processed or covered by our warranty and the warranties of all your previous orders will also be voided.