



Allwood Import, LLC Warranties

The Warranties described below are given to the original purchaser only AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMER'S AND EXCLUSIONS SET FORTH HEREIN. The Warranties cover only approved product applications as recommended by Allwood Import, LLC Floors and are effective on hardwood flooring products described below purchased after JANUARY 1, 2000

Lifetime Structure Warranty

Allwood Import, LLC warrants its products, in their original manufactured condition, to be free from defects in lamination, milling and dimension for as long as the original purchaser owns the floor. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between the boards at different times during the year. If such separation occurs, it is not considered a product defect and is not covered by this warranty.

FULL FINISH WARRANTIES

Allwood Import, LLC warrants to the original purchaser that the finish on Allwood factory finished products, from the date of purchase, when used under normal residential traffic conditions, as applicable, will not wear through or separate from the wood for the period of 15 years, on the engineered wood layers purchased after JANUARY 1, 2000. On commercial applications Allwood Import, LLC warrants to the original purchaser that the finish on Allwood factory finished products, from the date of purchase, when used under normal commercial traffic conditions, as applicable, will not wear through or separate from the wood for the period of 5 years, on the engineered wood layers purchased after JANUARY 1, 2000.

All commercial and residential finish warranties exclude any indentations, scratches or damage caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, pets, insects, water, moisture, erosion, pebbles, sand, other abrasives, insufficient protection on furniture, wet mopping or failure to follow all the manufacturer's written maintenance instructions. Use of floor care products other than those especially formulated for use on hardwood or prefinished flooring, may damage your floor and may void the warranty.

25-Year Finish Warranty

Allwood Import, LLC warrants to the original purchaser that the finish will not wear through or separate from the wood for the lesser of 25 full years or as long as the original purchaser owns the home for all Allwood Import, LLC flooring.

ALLWOOD IMPORT, LLC Warranty Protection Means;

If in the unlikely event any portion of your floor should fail with respect to the provisions of these warranties, Allwood Import, LLC, at its sole option, to the original purchaser, will replace such portion, AT NO COST TO YOU, with the same product or another product of equal value. In the unlikely event Allwood Import, LLC is unable to correct the failure, Allwood Import, LLC will refund, if requested, the purchase price for that portion of the floor that fails. To file a claim, first contact the Allwood Import, LLC

distributor/dealer where the original purchase was made or contact us at Allwood Import, LLC 12817 NE Airport Way, Portland, Oregon 97230, Attn: Claims Department. Claims must also be filed within the warranty coverage period and information verifying date of purchase will be required. Allwood Import, LLC reserves the right to have a designated Allwood Import, LLC representative inspect the floors and remove samples for technical analysis.

! Allwood Import, LLC warranties are not transferable.

! No installer, retailer, distributor or agent, or employee of Allwood Import, LLC Hardwood Floors, has the authority to alter the obligations or limitations of any Allwood Import, LLC warranty.

! RADIANT FLOOR HEATING

Allwood Import, LLC additionally warrants that all its engineered hardwood flooring products, even when applied on a radiant heated concrete subfloor, with subfloor surface temperature not exceeding 85°F. will not buckle, cup or warp for as long as the original purchaser owns the floor when properly installed according to installation instruction procedures, and when properly maintained in accordance with such instructions. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between the boards at different times during the year. If such separation occurs. It is not considered a product defect and is not covered by this warranty.

Sources of additional information:

Sources of additional information regarding installation and maintenance of Allwood Import, LLC hardwood flooring products can be found in the following: Installation sheets, which are included in every carton, and the Allwood Import, LLC Floor Care and Product Warranty Guide. By following all recommended installation and maintenance procedures as specified by Allwood Import, LLC, you will assure yourself the maximum enjoyment of your Allwood Import, LLC hardwood floor.

Warranty disclaimers and exclusions

! Color variations in flooring are a natural occurrence due to species, age, 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.

! Due to color variations of product and/or samples, Allwood Import, LLC is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and moldings.

! Gloss reduction is not considered surface wear.

! Natural occurring wood characteristics such as variations in grain, color, mineral streaks, and knots, are not considered defects.

! Normal exposure to sunlight will bring about changes in the shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.

! Installations must be performed in accordance with all Allwood Import, LLC installation instructions.

! It is the responsibility of the installer and/or the homeowner to inspect boards prior to installation. Allwood Import, LLC accepts no responsibility for costs of product or labor when boards with visible defects have been installed.

! Damage due to water and/or moisture including but not limited to damage resulting from broken or leaking pipes, wet mopping, or weather conditions or natural disasters, is excluded from Allwood Import, LLC warranties.

Warranty Exclusions

ALLWOOD IMPORT, LLC WARRANTIES DO NOT COVER INDENTATIONS, SCRATCHES, STAINS OR DAMAGE CAUSED BY NEGLIGENCE, FIRE, WATER, MOISTURE, EXCESSIVE HEAT OR EXCESSIVE DRYNESS, EROSION, PEBBLES, SAND, OR OTHER ABRASIVES, PETS, INSECTS, SPIKED HEEL SHOES, WEATHER CONDITIONS OR NATURAL DISASTERS, COLOR VARIATIONS, NATURALLY OCCURRING WOOD CHARACTERISTICS, FAILURE TO FOLLOW ALL THE MANUFACTURER'S WRITTEN INSTALLATION AND/OR MAINTENANCE INSTRUCTIONS, IMPROPER MAINTENANCE, WET MOPPING, INSUFFICIENT PROTECTION, MISUSE, OR IMPROPER ALTERATIONS OF THE ORIGINAL MANUFACTURED PRODUCT. ALLWOOD IMPORT, LLC WARRANTIES DO NOT COVER NATURAL EXPANSION AND CONTRACTION RESULTING IN SEPARATION BETWEEN BOARDS OR DAMAGE CAUSED BY LOW OR EXCESSIVE HUMIDITY. NO WARRANTIES APPLY TO ANY PRODUCT OR PRODUCTS DESIGNATED AS THRIFT, ANTIQUE, TAVERN, BARGAIN OR CABIN GRADES, SECONDS, ECONOMY GRADE, OR NON-STANDARD ITEMS. ANY PRODUCT OR PRODUCTS SO DESIGNATED ARE SOLD 'AS IS'. THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE EXPRESS WARRANTIES PROVIDED HEREIN AND IS IN LIEU OF ALL OTHER EXPRESS AND/OR STATUTORY WARRANTIES BY THE MANUFACTURER, TO THE EXTENT PROVIDED BY LAW. THERE ARE NO IMPLIED WARRANTIES EXTENDING BEYOND THE TERMS OF THIS WARRANTY. ALLWOOD IMPORT, LLC ASSUMES NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. HOWEVER, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. THE SOLE REMEDY PROVIDED HEREIN IS THE REPAIR, REFINISH OR REPLACEMENT OF DEFECTIVE PRODUCTS, OR REFUND FOR DEFECTIVE PRODUCTS.