

# LETTER OF WARRANTY

## COMMITMENT TO THE CUSTOMER

We feel that no other hardwood flooring in the industry is manufactured to higher quality standards than a WOODlife engineered wood floor (also referred to as 'multiplank'). The warranties described below are given to the original purchaser and are SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN.

The warranty only covers standard multiplank dimensions and species which are listed in our General Product Brochure. WOODlife's standard wood species include: American black walnut, European ash, European douglas fir, European elm and European oak. On request and in consultation, additional warranties can be provided on custom made, non-standard products. The warranties cover only approved product applications as recommended by WOODlife Flooring BV and are effective on hardwood flooring purchased after Jan the 1<sup>st</sup>, 2014.

## A LIFETIME WARRANTY

WOODlife Flooring BV warrants, to the original purchaser, that its products, in their original manufactured condition, will be free from manufacturing defects in milling, dimension, and grade for the lifetime of the floor. The warranty does not cover the normal expansion and contraction that solid or engineered wood floors may experience between boards at different times during the year. If minor separations do occur, they are not covered by this warranty. Cupping or crowning due to excessive moisture or humidity is not covered by this warranty. Cracking that does not exceed more than 5% is not covered by the guarantee.

## WARRANTY EXCLUSIONS

The patterns and color variations created in a living tree are like all of nature - never repeated. Naturally occurring wood characteristics such as mineral streaks, knots, variations in grain and color, are not considered defects. A certain amount of bow is common and is to be expected in any wood flooring board. Bowing to a degree, is not considered a defect in any wood component, and does not indicate a faulty product nor does it affect the 'quality' of the finished floor. In general, WOODlife tolerates (both positive and negative) a bow of max 8 mm per running meter of flooring, being the distance between the board and the subfloor. This to be measured in the middle of the board when placed flat on the ground.

Your newly installed floor will vary from samples or pictures shown — this variation is not covered by our warranty. Also, species, age, character and exposure to sunlight may keep new or replacement flooring from matching existing flooring or samples. Product thought to be defective by the person doing the installation should be returned to your dealer for inspection and possible replacement.

Installation implies acceptance. No warranty will be offered for appearance and surface structure related claims once the products have been installed. Because wooden flooring is a natural product, it will expand and contract due to seasonal moisture level changes. The relative humidity in the concerning room(s) must be kept between 30% to 70% at 15-25°C at all times to properly maintain the floor. Please be sure to monitor these values app 10 cm above the floor. Place humidifiers or dryers if necessary.

In case of underfloor heating, there are additional pre-conditions to be taken into account, which are described in our 'Underfloor Heating Guide'.

WOODlife Flooring is not responsible for hydrostatic, hygrostatic, or thermal dynamics resulting from an improper concrete slab installation. All wood flooring will undergo natural color changes due to the effects of sunlight and/or ultraviolet light and these changes are not covered by our warranty. Direct sunlight & or other sources of UV Light can cause the timber floor to gap between boards & cup (board edges higher than the center of the board); cracks may also occur. The colour of the timber floorboard can also change (darken) over time from oxidation. Curtains, blinds, & other types of window protectors should be used to slow down the colour changing process and to slow down any abrupt temperature changes.

Area rugs and other furnishings should be moved occasionally as they block sunlight and may give the appearance of discoloration under the rug. This is not a product defect.

WOODlife's warranties exclude indentations (like dents), scratches, or damages caused by misuse, negligence, accidents, fire, erosion, insects, pets, shoes, pebbles, sand, other abrasives, lack of proper maintenance, insufficient protection of furniture, and misuse or improper alterations of the original manufactured product. Damage due to water and/or moisture, including, but not limited to, damage resulting from broken or leaking pipes, too wet mopping, weather conditions or natural disasters, is excluded from WOODlife's warranties.

## CLAIMS

In the unlikely event that any portion of your WOODlife floor should fail with respect to the provisions of the warranty, WOODlife Flooring, at its discretion, to the original purchaser, will provide the appropriate amount of affected square footage of the same product, if available or one of equal value. At the customer's request, a refund for the amount of the defective product in lieu of an exchange is an option. Labor expenses are not covered by this warranty. To file a claim, contact us by registered letter:

WOODlife Flooring BV  
Zandkant 1  
NL-5845 EV St. Anthonis  
the Netherlands

Claims must be filed within the warranty coverage period with information verifying date of purchase, such as the sales receipt for the flooring. WOODlife Flooring reserves the right to have it or its representative inspect the floor and remove samples for technical analysis. Dutch law is applicable, and disputes shall be ruled upon by the competent Dutch court of our venue.

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