



C O R E W O O D

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## COREWOOD WARRANTY DOCUMENT

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PLEASE READ THIS WARRANTY IN FULL. TO BE VALID, ALL WARRANTIES MUST BE REGISTERED WITHIN 30 DAYS OF THE PURCHASE DATE TO OUR OFFICE. FAILURE TO DO SO WILL VOID THE WARRANTY.

### PART 1: PRODUCT WARRANTY

This warranty is for the original purchaser and the original installation site only. It cannot be altered by any dealer, installer, agent, or distributor of COREWOOD flooring:

- **Residential Use:** 35 years from the date of purchase.
- **Light Commercial Use:** 10 years from the date of purchase (excluding heavy commercial use).

Maintain environmental conditions with a temperature of 18-24°C (65-75F) and humidity at 40-60%. Excessive heat or dryness can cause gapping or splitting, and excessive humidity can cause cupping. Such issues are not covered by this warranty.

### PART 2: OWNER AND/OR INSTALLER RESPONSIBILITIES

COREWOOD products meet strict quality control standards and comply with the wood flooring industry and NWFA (National Wood Flooring Association) requirements. The following responsibilities are accepted by the floor owner, even if absent during installation:

- **Pre-Installation:** Ensure the site and subfloor meet COREWOOD Installation Guidelines. Inspect all flooring pieces for defects before installation. Installed flooring is considered accepted and is not eligible for replacement.
- **Installation:** Use 4-5 boxes at a time to ensure accurate variation. Select and discard or place boards with irregularities in less conspicuous areas.

### PART 3: MANUFACTURING WARRANTY

Under this warranty, COREWOOD Inc.'s responsibility is limited to the following measures, at COREWOOD's discretion:

- **Defect Standards:** Flooring should not contain manufacturing defects exceeding 5% of the total quantity. Return defective pieces to the original place of purchase before installation.
- **Replacement:** COREWOOD will replace defective flooring with an equivalent product at no charge or refund a portion of the original purchase price if an equivalent replacement is unavailable.
- **Exclusions:** Labour costs for removal or installation are not covered. Variations in colour, grain, and appearance are natural and not considered defects.



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## PART 4: FINISHING WARRANTY

This warranty applies with regular and preventative maintenance as recommended in our Care & Maintenance Guide.

- **Gloss Reduction:** Not considered surface wear.
- **Damage Exclusions:** Scratches, indentations, marks, stains, or other damage from negligent or accidental exposure to abrasives, pets, high heels, chemical damage, fire, spills, excessive moisture, heat, or dryness are not covered.
- **Natural Discoloration:** Aging, fading, or darkening of the wood and uneven discolouration under rugs and furniture are excluded.

Finish separation must be visible (from standing height) and cover at least 15% of the surface area to qualify as defective. Damage from improper transportation, storage, handling, installation, or any other cause is not covered.

## PART 5: LIMITED LIFETIME STRUCTURAL WARRANTY

COREWOOD offers a lifetime structural guarantee to the original owner for non-commercial floors:

- Coverage: Free from delamination, milling, and grading defects.
- Exclusions: Natural imperfections up to 5%, normal wood movement, and damages listed in the exclusions are not covered. Proper site preparation, installation, maintenance, and care guidelines must be followed.

## PART 6: WARRANTY EXCLUSIONS & CONDITIONS

Naturally occurring imperfections and variations in colour, grain, and appearance are not considered defects. The colour of wood changes with natural light and air exposure.

- New/Replaced Flooring: May not match display samples, existing flooring, or furnishings.
- Installation Requirements: Must follow COREWOOD's installation instructions and local building codes.
- Environmental Conditions: Must be maintained with specified temperature and humidity levels. Problems from improper heat and humidity are not covered.
- Radiant Heat: Follow COREWOOD's Special Instructions for Installations over Radiant Heat. Maintain subfloor temperature below 27°C (81°F) and adjust temperature gradually.
- Care and Maintenance: Must follow COREWOOD's guidelines.





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COREWOOD bears no responsibility and offers no compensation for:

- Scratches, indentations, marks, stains, or other damage from negligent or accidental exposure to abrasives, pets, high heels, fire, excessive moisture, heat, or dryness
- Structural defects due to natural wood characteristics.
- Expansion/contraction due to humidity variations.
- Colour changes due to light exposure.
- Installation, care, and maintenance not following guidelines.
- Damage from excessive moisture or improper transportation, storage, handling, or installation.
- Insufficient proof of following maintenance instructions.
- Repairs without COREWOOD's written permission.
- Product shipping or transportation costs.
- Slight colour differences between samples and installed flooring.
- Deformation not measurable or visible only under certain conditions.
- Cracking, squeaking, or other noise attributed to flooring or sub-flooring.
- Wood displacement due to nailing, stapling, or installation.
- Construction damage, particularly on textured surfaces.

## PART 7: CLAIM PROCEDURE

Warranty remedy or repair must be approved by COREWOOD Inc. Actions taken prior to this approval void the warranty claim. Warranties are not transferable. No installer, retailer, distributor, or agent of COREWOOD Inc. flooring has the authority to alter these warranties.

- **Claims:** Must be inspected by the dealer to determine if the issue is maintenance, installation, environmental, or manufacturing-related. If a manufacturing deficiency is identified, submit a claim in writing to the COREWOOD sales representative with a copy of the original sales receipt and a photograph showing the claim cause. An inspection will be scheduled if deemed necessary.

Eligibility for a warranty claim requires visible wear in more than 15% of the total floor surface (from standing height). Isolated wear in high-traffic areas is not covered.

No other costs incurred by any party will be covered by COREWOOD Inc



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