



# Heritage Oak

WARRANTIES

## COMPREHENSIVE WARRANTY PROGRAM

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This document details coverage and limitations for the following warranty for hardwood flooring:  
**35 Year Residential Warranty**

## 35 YEAR RESIDENTIAL WARRANTY

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The manufacturer warrants to the original purchaser that its products are free of manufacturing defects and will not wear through the protective finish for a period of 35 years from the date of purchase. Proper installation, normal residential conditions, and proper maintenance guidelines must be followed or the warranty is voided. This guarantee does not cover labor. This guarantee is for replacement or refund of the material only.

### **This warranty does not cover:**

Eastern Flooring Products'® factory-applied finishes offers excellent wear and visual appeal; however, no hardwood floor is bullet-proof; all hardwoods will dent and scratch when such effects exceed the limits of any floor.

Any similar flooring to ours will also eventually show signs of wear over time depending on the use, purpose and location of the installation. Improper maintenance voids our warranties. The use of a vacuum with a beater bar head may damage your finish. It is recommended to use a vacuum with a brush or felt type head. Wet-mopping may eventually introduce excessive moisture into your hardwood floor causing damage and is not covered under warranty. Do not use cleaning machines for our hardwood including steam cleaners.

**NOTE:** Gloss Reduction, Scratches, and Dents in the finish and/or the surface of the wood's surface are not considered wear and are not considered a covered warranty issue. Some species of wood are harder than others while others are not as dense. Softer woods will dent and scratch more easily. Scratches from pets are not covered and is suggested for the nails of pets to be trimmed to help avoid possible scratching.

Sounds such as pops, squeaks, crackling or other types of audio sounds are not a covered warranty. Some squeaks, pops, and crackling sounds are possible when a floating installation is used instead of a nail-down installation. Sounds heard in a nail-down method are generally from the subfloor and are not considered to be a manufacturing problem. Seasonal cracks, checks, and gaps are considered normal by the National Wood Flooring Association and are not considered a warranty issue.

Wood is nature's product and will contain natural hues, tones, and graining. Eastern Flooring



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Products® does not warrant these variations or the gloss level difference from samples to finished products. Samples are only a representation of the product and do not imply an exact match.

Improper installation resulting in the hardwoods' performance is not covered under warranty. Other items not covered under warranty include abuse, misuse, extreme relative humidity or temperature, improper maintenance, dropped objects that dent the wood, among other external factors that may affect our product that are not within our control.

### **Also not covered under Eastern Flooring Products® hardwood warranties are:**

- Wood flooring installed in high moisture areas such as full bathrooms with a shower or tub.
- Damage caused by fire, flooding, and other natural disasters and Acts of God.
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaner beater bar or hard heads (*see care and maintenance guidelines*).
- Damage caused by appliances, furniture and casters (*see care and maintenance guidelines*).
- Damage caused by cutting from sharp objects (*see care and maintenance guidelines*).
- Reduction in gloss, scratches or indentation due to sand, pebbles or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required (*see care and maintenance guidelines*).
- Color, shade, or texture variations between samples, printed color photography or replacement flooring and the actual material.
- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises (squeaks, etc.) associated with anything other than the manufacturing defects of the flooring.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots.
- Changes in color due to exposure to sunlight and age.
- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- Products designated as “thrift,” “antique,” “tavern,” “bargain,” “seconds,” “economy grade,” “close-out,” “off-goods,” or “nonstandard.” Such products are sold “AS IS.”
- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Commercial installations of residential products.
- Construction or installation-related damage.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.