

Boden-Floor

Made in Austria

Product Warranty Information

WARRANTY - WOOD

This program is limited to residential application only and unless stated otherwise does not apply to commercial or industrial use. This warranty is extended to the original purchaser ONLY and is not transferable. It is the responsibility of the installer and/or home owner to inspect planks prior to installations. Planks that are defective or visually not acceptable, should be discarded or possibly used in another location of the room. Boden-Floor accepts no responsibility for costs of product or labor when planks with visible defects have been installed.

As wood is a natural product industry standards allow for a defect and irregular tolerance of up to 5%. This warranty applies only to material that is in EXCESS of this 5% allowance.

IMPORTANT: Boden-Floor's installation and maintenance guidelines MUST be followed as a condition for this warranty. Any floor installed outside of Boden-Floor's printed installation and maintenance parameters is subject to denial of the claim.

LIMITED LIFETIME STRUCTURAL WARRANTY

Boden-Floor warrants that the residential flooring sold under this Warranty is, at the time of sale, free from defects in material and manufacturing and that it conforms to Boden-Floor's standard specifications for the product category. Boden-Floor further warrants that when installed and maintained according to Boden-Floor specifications and when used according to its intended purpose, the flooring will not delaminate, separate, buckle or cup as a result of a manufacturing defect.

If your Boden-Floor product fails for any of the above reasons, Boden-Floor will replace or repair, at its option, a portion, or all of the flooring at no cost to the original purchaser as long as the original purchaser still owns the property where the floor was installed. Boden-Floor warranty is only extended to flooring maintained in Normal Environmental Conditions. Meaning that the heating and ventilating systems are working to maintain an interior humidity level between 30% to 50% and a room temperature between 60°F to 80°F year round.

FINISH WARRANTY

Boden-Floor warrants that the factory-installed finish on the flooring is, at the time of sale, free from defects in material and manufacturing and that it conforms to Boden-Floor's standard specifications for the finish. Boden-Floor further warrants that when maintained according to Boden-Floor's installation guidelines and maintenance instruction and used for its intended purpose, the finish will not wear through to bare wood for the following years from date of purchase.

RESIDENTIAL FINISH WARRANTY

40 YEAR LIMITED RESIDENTIAL FINISH WARRANTY

MOLDINGS: Are not included under our finish Warranty

Only if your floor was professionally installed will it be eligible for any labor reimbursement for replacement or repair.

LIGHT COMMERCIAL WARRANTY

Boden-Floor warrants its products for light commercial applications for period of 3-year finish and 3-year structural.

The Boden-Floor installation and maintenance instructions MUST be followed as condition for these Warranties to have effect. Failure to install your flooring in accordance with Boden-Floor's instructions will void all Warranties.

WARRANTY EXCLUSIONS AND LIMITATIONS

Please follow the recommendations in this guide to retain the fresh look and protect the finish.

- Failure to maintain the environment at a humidity range of 30% to 50% year round and a room temperature of 60° to 80°F.
- Checks, splits, delamination caused by improper environmental conditions.
- 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, Boden-Floor is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and any existing moldings.
- 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.
- Improper installation/maintenance and failure to adhere to Boden-Floor installation/maintenance instructions.
- It is the responsibility of the installer and/or the homeowner to inspect boards prior to installation. Boden-Floor accepts no responsibility for costs of product or labor when boards with visible defects have been installed.
- Indentations or scratches caused by furniture, appliances, pet claws, high heel shoes, spiked or damaged heels, cleats, sports shoes, pivot points (i.e. seating areas), wheel chairs, walkers, sand, pebbles or other abrasive materials.
- Installation over radiant floor heating with a surface temperature in excess of 85° F.
- Damage due to water and/or moisture including but not limited to damage resulting from broken or leaking pipes, wet mopping, weather conditions or natural disasters is excluded from Boden-Floor warranties.
- Insect infestation after product leaves our facility.
- Abuse, neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals, etc. improper cleaning or maintenance products.
- Squeaking, popping and other noises are not covered by our warranty. Occasional noise is normal and can be expected on wood flooring, especially when nailed or stapled down. This is not considered a manufacturing defect.
- Pet urine/waste may damage the finish and the actual flooring board. Damages caused by Pet urine/waste is not covered by Boden-Floor warranty.

- Recoating or alterations to the original factory finish voids the finish warranty.
- During the winter months of low humidity, minor surface cracks (checks) may appear in wood flooring, then often close up again in the summer months when the humidity is higher. This is a normal characteristic of natural wood and not a basis of a complaint against the manufacturer, especially if there is no structural failure.
- Dimensional Changes: Throughout its life, wood will naturally expand and contract in response to the seasons and environment conditions in the home. Seasonal gapping can be expected, and is not a defect.
- Color variations, mineral streaks, and small knots are considered part of the natural character and beauty of wood flooring and are not considered manufacturing defects.

WIREBRUSHED FINISHES

Due to the wire brushing process, some planks may contain minor snags and a rough grain in the finish. These character features do not affect the quality or structural strength of the flooring and are not considered a manufacturing defect.

COLOR DIFFERENCES / SHOWROOM SAMPLES:

Color change due to the effect of excessive exposure to sunlight, UV Rays, and lighting can cause considerable differences between your dealer's display samples and new or existing flooring. Please approve the color of the actual flooring BEFORE installation, as Boden-Floor's warranty does not cover color differences between showroom samples and installed flooring.

MOLDING STRUCTURAL WARRANTY

Boden-Floor warrants to the original purchaser that the moldings will be free of defects in material and workmanship when installed and maintained according to Boden-Floor specifications. If a molding fails, Boden-Floor will replace or repair, at its option for as long as the original purchaser still owns the property where the molding was installed. Inspect moldings before installation. Once material is installed it is considered accepted.

Although moldings are designed to be the closest representation of the actual floor, variation in color, texture, shading, grain, knots, gloss level, and distressing will be evident and in some species can be extensive. This is normal and is not considered a defect.

CAUTION: Carefully inspect moldings and approve before installation. If moldings are not acceptable DO NOT INSTALL. Once material is installed it is considered ACCEPTED.

NOTE: Moldings are not covered by a finish warranty

CUSTOMER CLAIM POLICIES

- Claim forms can be obtained by Boden-Floor's distributor in your area.
- Claim must be presented by the original Dealer/Distributor that purchased the material through Boden-Floor.
- Claim must have Dealer/Distributors invoice number from Boden-Floor that the claim is associated with.
- Claim form must be complete, including square footage installed, square footage of complaint, material type, Boden-Floor original invoice# and purchase date, installation date and clear pictures showing area(s) of complaint.
- Claim department will then decide if a Certified Inspector will be scheduled, or material replaced.
- Claims are handled directly with the Dealer/Distributor. All findings will be sent to the Dealer/Distributor along with a letter of acceptance or denial of the claim. It is up to the Dealer/Distributor to pass findings along to the end user.
- Boden-Floor must be given the opportunity to inspect the flooring before any removal or repairs. Any repairs or replacements before an Boden-Floor inspection will void the warranty.

CUSTOMER SERVICE

Any claim under the Residential Limited Warranties shall be made by contacting your retailer within 30 days after it has been detected. Proof of purchase, including the date of purchase, must be presented to make a claim. All claims must be filed through your Boden-Floor dealer.

If Boden-Floor accepts a claim under the Residential Limited Warranties; it will repair or replace, as its option, the affected Boden-Floor flooring materials. If the design for which a claim is made is no longer available, Boden-Floor will replace the affected Boden-Floor flooring materials with another design of equal value. These warranties are not transferable. They extend only to the original end-consumer.

DISCLAIMER - TERMS OF USE

Boden-Floor DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LOSS OF USE OF FLOORING/FACILITIES/EQUIPMENT, LOSS OF PROFIT OR REVENUE. BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Boden-Floor. Some states do not allow the exclusion or limitation of consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

Visit our website for more information:

www.boden-floor.com

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