

Boden-Floor

Made in Austria

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 15°C to 26°C (60°F to 80°F) year round.

Product Warranty Information

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

50 YEAR LIMITED RESIDENTIAL FINISH WARRANTY

MOLDINGS: Are not included under our finish Warranty

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 15°C to 26°C (60°F 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 29°C (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.

- 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.
- Recoating or alterations to the original factory finish voids the finish warranty.
- 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.

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.

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.

Visit our website for more information:

www.boden-floor.com

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