

LIMITED WARRANTY

PurezaWood provides a limited warranty on all its products. Our warranty is subject to the explicit limitations and exclusions represented in this document. Every single unit of PurezaWood product has been subjected to careful and methodical inspection before leaving the factory. We advise our customers to validate their order and to contact PurezaWood with any questions, prior to installation. Wood inherently possesses natural variations in grain and pattern; such natural variations are to be expected and agreed to in advance of purchase, as well as degrees of visual characteristics that may not have been visible in product photography or product samples. Samples exposed to ultraviolet light (UV) may have sustained subtle changes, and new products could hold a slight comparative difference in color. These variations are considered normal and natural, and they are thus excluded from this warranty.

PurezaWood warrants that its premium engineered flooring will remain free from structural defects as follows for 10 years for residential use and for 2 years for commercial use, when installed and maintained according to the recommended guidelines as supplied by PurezaWood. We will repair or replace any product judged to possess structural defects, which reparation or replacement depends on the availability of respective wood species and products. PurezaWood reserves the right to inspect the materials purported as defective and to recommend appropriate remediation.

This warranty applies solely to the original owner and is not transferrable. PurezaWood enforces strict policies with respect to original owners and buyers, as expressed in the Purchases, Shipping, and Return Policy. PurezaWood does not provide any additional warranties, expressed or implied, other than those set forth herein. Retailers, distributors, installers, dealers, and other third parties are not authorized to alter the scope and terms of this warranty. PurezaWood does not protect any third-party purchases under this warranty. No remediation or replacement is warranted after installation. Installation is considered full and final acceptance of the purchased products.

Exclusions.

- Wood is a natural product. All planks of hardwood will vary in color and grain appearance. This is considered a natural aspect of the product and is excluded from the warranty.
- Abuse or misuse, as well as improper maintenance and care, including but not limited to exposure to excessive moisture or poor environmental conditions, is considered improper treatment of PurezaWood products. Such treatment can often result in hardwood cracking, checking, fracturing, or other grain problems. Please follow maintenance and installation guidelines. Once installed, PurezaWood cannot warranty if products experience improper treatment. Improper treatment voids the warranty, and these conditions that arise from such treatment void the warranty.
- When wood is exposed to UV rays from sunlight, florescent, and incandescent bulbs, the color will inevitably change. Window coverings, UV-resistant tint, and solar screens can minimize UV damage, but these measures will never completely eliminate this natural and normal occurrence. Any such color changes are not

- covered by this warranty.
- Products judged to be structurally defective are eligible to be replaced or repaired at the sole discretion of PurezaWood. Notwithstanding, a customer's perception of defects does not equate to the product's objective defect. When PurezaWood meets industry standards for ordered grade, the product will not be replaced and as such is not covered under this warranty. Furthermore, all installed products are excluded from this warranty.
 - Wood is naturally hygroscopic. Woods will expand and contract through loss, retention, or acquisition of moisture. Gaps between planks amid lower-humidity seasons are normal, and this is not considered a defect. Humidity-level maintenance will minimize this risk. These natural environmental effects are excluded from the warranty.
 - Any damage including but not limited to loss of sheen, scratches, and dents sustained via excessive moisture, sharp objects, sand gravel, high-heels, unprotected chair/furniture legs, animal claws, or other abrasive materials is excluded from this warranty. Installation of hardwood flooring in laundry rooms and full bathrooms is not recommended.
 - Oil-finished hardwood floors require maintenance respective of their finish. There are different maintenance products available for such floors, and such products are generally incompatible with one another. Improper or poor maintenance and/or application of protective products voids the PurezaWood warranty.
 - Damage via improper flooring installation is excluded from the warranty. PurezaWood recommends that customers seek installation by a licensed flooring contractor. All installation steps must be followed in accordance with the PurezaWood installation guidelines.
 - Damage via any adhesive tape on PurezaWood products is excluded from this warranty. Failure to comply may result in removal of the unique oil finish on these products, or miscellaneous damages to which unfinished products are vulnerable. Professional repair may be required and PurezaWood is not responsible for such potential costs.
 - Indents, scratches, or other damages caused by negligence, intentional acts, water, sand, abuse, or other misuse of the flooring is excluded from this warranty.
 - This warranty does not cover subfloor moisture and environmentally induced issues including but not limited to mildew, discoloration, or cupping caused by excessive humidity and/or other unfavorable environmental conditions.

Color Variations.

Naturally characteristic to hardwood is its naturally occurring color variation. No two planks will appear exactly the same. Furthermore, wood also changes color over time due to sunlight and oxidation processes. Customers should be aware of these inevitable behavioral changes. Customers should understand the behavioral changes of the wood species they have selected in advance of placing their hardwood order. Certain wood products will darken over time and others may lighten. These gradual color changes are expected. All natural hardwood species experience these changes, and as such are considered normal, and are not covered under the warranty.

Radiant Heat.

Some PurezaWood products can be installed over hydronic radiant heating systems, insofar as the recommended installation procedures are followed. Refer to installation guidelines. The warranty will be void if the necessary preparatory requirements and installation instructions are not fully followed. Please note that when installing over radiant heat, wood flooring may exhibit signs of cracking, shrinkage, gapping, and cupping, which behaviors are expected hardwood behaviors, and will not be covered under this warranty.

Acclimation.

PurezaWood recommends flooring acclimation prior to installation. This includes exposing the new flooring to the temperature, humidity, and moisture content that will be the typical experience at the installation site. Warranty coverage requires maintaining between 30-50% relative humidity at the job site, and also maintaining the same levels before, during, and after the flooring installation. Failure to comply with these requirements may result in irreversible structural damage and will void related warranties. Recommended relative humidity for wood flooring is 30-50%. Recommended temperature for hardwood flooring ranges between 55°-85° Fahrenheit, depending on the geographic climate.

Installation.

Please follow installation guidelines set forth by the National Wood Flooring Association (NWFA.ORG). When PurezaWood recommendations differ from NWFA guidelines, PurezaWood instructions must be followed. You may also contact PurezaWood for more specialized or specific instructions. Wood by nature is hygroscopic and will take on moisture. It will expand or contract depending on the air's moisture and water vapor. We recommend the use of quality glues pursuant to the glue manufacturer's own specific instructions for the application of their adhesive. Subfloors must be kept dry at all times, as changes in the subfloor's moisture content can cause dimensional changes to the wood flooring. To ensure satisfaction, PurezaWood recommends installing all hardwood products over moisture- or vapor-retarding materials.

Manufacturing Defects.

We warrant our engineered flooring products as free from manufacturing defects in their dimensions and milling. We will repair or replace any flooring material judged to possess any such manufacturing defects. PurezaWood's product quality and color variations or errors that do not exceed industry standard by 5% are not considered defects and are not covered by the warranty. PurezaWood does not warrant any product that has been removed and re-installed.

Returns and Cancellations.

All orders at PurezaWood are considered custom orders requiring a custom manufacturing process upon approval by the client. Custom-ordered flooring may not be returned or cancelled after signed off by the client or dealer. This includes any custom-ordered wood flooring and stained or hand-finished materials.

Claim Process.

To file a claim, contact PurezaWood by phone or email at sales@purezawood.com. Claims must be filed within the above stipulated warranty coverage period, and original sales receipt or invoice must be available for verification of purchase date. PurezaWood reserves the right to repair, re-finish, or replace problematic products at no cost with the same or similar product of equal value.