



Limited Warranty Terms and Conditions

Coverage.

The original buyer (“Buyer”) of PurezaWood products is covered by this limited warranty. This warranty is not transferable.

Length of coverage.

Warranty begins from the date of purchase. Residential use is covered for 10 years. Commercial use is covered for 2 years. PurezaWood may at any time deny warranty for certain “soft” commercial applications.

Soft commercial applications: These include small or non-franchised restaurants, small or non-franchised retail stores, waiting rooms, office rooms, lobby spaces, dorm rooms, and hotel rooms. Inquire with PurezaWood as to coverage for commercial use.

Products covered.

Products are warranted against grading, finishing, and milling defects that exceed the applicable waste factor. “Waste factor” refers to an allowance for manufacturing and natural defects in flooring, and this is represented by a percentage. While product selection may vary in grading and color according to Buyer’s personal preference, waste is determined by NWFA (or NALFA, if applicable) standards. Generally, waste will not exceed 5-10% of the total square footage of the order; however, waste may be higher based on room layout, product description, or product grade.

Products not covered.

Moisture, or lack thereof: Any and all damages caused by moisture (such as leaking pipes, spills, mopping, pets and animals, relative humidity, subfloor moisture, etc.) are excluded. Excessive moisture and dryness can cause buckling, checking, cracking, crowning, cupping, gapping, peeling, seam swelling, twisting, and/or warping. Additionally, the intrusion of moisture from concrete hydrostatic pressure, flooding, or plumbing leaks, along with high levels of alkalinity, can often affect flooring and subflooring over time, and moisture can be trapped below the flooring and/or underlayment and create mildew or mold. Damage from such conditions and treatment, including to the floor and subfloor, is not covered under this warranty.

Other site and environmental conditions: Any and all defects or damages resulting from poor site conditions (e.g., extreme heat, radiant heat, or exposure to sand, etc.); indentations and scratches (e.g., those caused by pets, furniture, appliances, shoes, tools, toys, etc.); improper maintenance and accidents; misuse and abuse; and any wear that conflicts with the care and maintenance instructions per our PurezaWood maintenance guide are not covered. Problems that arise due to misuse, poor installation, subfloor movement, or unevenness are not covered. Please see our PurezaWood installation instructions and NWFA installation instructions.

Gloss reduction: Fading or loss of finish is not a product defect.

Within the waste factor standards: Defects in flooring that do not exceed the waste factor are not covered under this warranty. Accordingly, it is recommended that Buyer adds the applicable percentage to the total square footage when ordering products.

Other finishes: This warranty covers only products from the PurezaWood factory, including our own factory-applied finishes. Application of another finish and/or sanding the products (such as when preparing for another finish to the products) may damage the products or original factory finish and voids the warranty.

Improper installation: All damages caused by any installation (regardless of the source of the installation guidelines) that conflicts with the applicable product installation instructions available at www.purezawood.com and/or the floor industry standards of the NWFA, TCNA, or NALFA (when applicable) are excluded from this warranty. (E.g., damages caused by sub-surface, sub-flooring, and job-site environmental deficiencies; improper transportation, acclimation, and storage of the products; damage, bumps, or surface dimples created by nailing machines and/or staples are not covered.)

Non-traditional installations: Any use of PurezaWood products beyond traditional flooring installation (e.g., pattern designs, installations on walls or ceilings, exterior use, usages for purposes other than flooring like furniture or countertops, etc.) voids this warranty.

Products with visible defects: If any product bears visible defects, it should not be installed. This includes visible manufacturing, natural, or other defects.

Natural characteristics: Wood is a natural product. It may change as a result of condition exposure, including but not limited to seasonal and environmental factor. Seasonal gapping due to the natural expansion and contraction in heating and non-heating seasons may occur. Color changes and gradual fading due to aging and/or exposure to ultraviolet light and/or sunlight may also occur, and these processes are natural. Additionally, natural variations from one plank to another plank (e.g., differences and variation in grain, color, tone, knots, etc.) may exist. Issues relating to these and other natural characteristics of wood are not covered under this warranty.

Color and shade variations: New or replacement products may not always match original samples, printed or digital photography (e.g., as represented online or in catalogs), existing wood products (e.g., cabinets, stairs, trim, moldings, etc.) due to but not limited to the natural variations that occur in species, age, growing conditions, exposure to ultraviolet light and/or sunlight and

other factors. Accordingly, variations should be expected. Shade variation is an inherent characteristic of all products. Inspect the product prior to installation. Claims for color and shade variation will not be accepted after the product is installed.

Odd lots and third-party purchases: An “odd lot” is a term for products discounted when they did not pass our rigorous factory inspection process. Odd lots are not covered under this warranty. Additionally, only purchases made directly through PurezaWood, whether online or by phone, are covered by this warranty.

Special, indirect, or consequential damages: Losses, damages, or expenses related to anything other than the product is not covered. (E.g., personal damages or costs that may arise when pursuing a quality issue, such as time missed from work, hotel stays, storage fees, pet kennel costs, etc., are not covered.) Further, costs related to the removal of “defective” products or installation of replacement products are not covered under the warranty. Some regions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not directly apply to each Buyer. Inquire with PurezaWood and regional offices. Countertops, cabinets, built-in appliances, and/or other fixtures should not be installed on top of the hardwood, and the cost of the removal or replacement of these items is not covered.

Radiant heat: Any products installed over radiant heat that is not installed according to the radiant heat manufacturer guidelines, product installation instructions, and NWFA, TCNA, or NALFA installation standards, where applicable, are not covered by this warranty.

Maintaining the warranty.

Adherence to the pre-installation requirements: Prior to installing any product, Buyer must determine that the job-site environment and the sub-surfaces meet or exceed applicable industry and product standards. Installation instructions discuss these standards, which include the following:

- Buyer must comply with all applicable environmental and building codes, regulations and laws. The installation area and subfloor must be dry, stiff, and flat, within industry standards.
- Buyer must use a moisture barrier according to the installation instructions and acclimate the products to the area where it will be installed.
- For all PurezaWood products: Once products are acclimated and before work begins, Buyer must measure the moisture content of the product and the subfloor with a moisture meter and document it. The moisture levels between the product and the subfloor must be 4% or less for planks under 2.25" in width, and they must be 2% or less for planks greater than 2.25" in width.

- The installation area must be between 60-80 degrees Fahrenheit, with relative humidity of 30%-50% for at least five days prior to delivery, and area must remain at such levels in order to ensure optimal performance and appearance of the products

Adherence to the installation and maintenance instructions: It is the Buyer's duty to ensure strict adherence to the installation and maintenance instructions and guidelines, especially as they relate to the use of moisture barriers, installations tools (e.g., nailers and trowels), and the evaluation of job-site conditions and advance moisture testing. Maintenance guidelines are available at www.purezawood.com.

Inspection of all products for visible defects: Products installed with visible defects are not covered under this warranty. Accordingly, prior to installation, the Buyer should examine all products to ensure they are satisfactory. If any products are unacceptable due to color, finish, milling, or any other reason, it is up to the Buyer to determine to use or install them. Buyer should plan on being present during installation to ensure that all required procedures are completed and products with visible defects are not installed. Inspection of every plank is critical. If quality issues are suspected before or during installation, Buyer should immediately contact PurezaWood.

Touch-ups during installation: Use of stain fillers or putty sticks for touch-ups to the product is considered a normal practice.

Our warranty.

Should any products fail with respect to this warranty, we will provide a credit for the purchase price paid for the portion of products deemed defective, excluding any installation costs and labor, in excess of the applicable waste factor mentioned in this warranty. Credit is the sole remedy under this warranty and can be used for PurezaWood purchases only. There is no guarantee that the same or a similar product to the original product will be available at the time credit is issued or redeemed.

We reserve the right to investigate, assess, and validate reported claims by, among other things, requesting samples from the Buyer for technical analysis, which may include performance of an inspection of the flooring and the installation.

UNDER NO CIRCUMSTANCES WILL PUREZAWOOD BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES EXCEPT TO THE EXTENT THAT ANY SUCH DAMAGES CANNOT BE VALIDLY DISCLAIMED UNDER APPLICABLE LAW. FURTHERMORE, UNDER NO CIRCUMSTANCES WILL PUREZAWOOD'S LIABILITY ARISING OUT OF OR RELATING TO THE ORDER EXCEED THE TOTAL SUM PAID BY THE BUYER FOR THE PRODUCTS AT ISSUE. Some regions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not directly apply to each Buyer. Inquire with PurezaWood and regional offices.

Warranty claims.

To file a warranty claim, contact PurezaWood via phone 773-364-6694 or email sales@purezawood.com. Contact information is also available at www.purezawood.com. Claims must be submitted within ninety (90) days of the date that the problem with the product is first discovered. Original invoice and/or purchase order must be retained and available.

Buyer's rights.

The terms of this limited warranty above represent the sole and exclusive warranty with regard to your purchase. **WE DISCLAIM ALL OTHER WARRANTIES, EXCEPT TO THE EXTENT THAT ANY SUCH WARRANTIES CANNOT BE VALIDLY DISCLAIMED UNDER APPLICABLE LAW.**

This warranty gives the Buyer specific legal rights, and the Buyer may also have other rights which vary by region. PurezaWood maintains the exclusive right to alter the obligations and limitations of this warranty.

This warranty is provided by PurezaWood, 1332 North Halsted, Suite 202, Chicago, IL, 606