



valley warranty:

5 year commercial/25 year residential warranty:

The manufacturer warrants to the original purchaser that, under normal residential conditions, the wear layer or overlay of the pre-finished flooring product in the original manufactured/purchased condition will not wear through, crack, flake or peel the wood for a period of 25 years for the residential applications and for a period of 5 years for light commercial applications such as retail stores and offices from the date of purchase by the original purchaser. Warranty applies only to the original purchaser on products installed and used in accordance with the installation instructions. Installer or purchaser must inspect each board for any manufacturing defects; any board or piece installed in the flooring shall be considered as accepted. Regular maintenance as specified below must be followed in order to validate this warranty. This warranty does not cover labor costs or any other incidental expenses incurred as a result of a covered defect. The responsibility of "The Manufacturer" is limited, at their discretion, to replacing defective products or refunding the portion of the floor in question as covered under the warranty. Any attempt to repair, refinish or replace the defective product prior to the inspection or by the written authorization from the Manufacturer will invalidate the warranty. This warranty is not transferable. When making a claim original proof of purchase or a receipt is required. "The Manufacturer" reserves the right to substitute an alternative product of equal value in case the flooring type selected is no longer available.

warranty exclusions:

"The Manufacturer" warranties do not extend or cover scratches, dents or any noticeable markings or damage caused by improper handling, installation, water damage, flooding, fire, natural disasters or acts of God, furniture, shoes of all types, pets and insects, etc. "The Manufacturer" will not warrant any product that is faulty from incorrect installation, neglect, environmental extremes, or improper storage and handling of product. The Sub-floor is the responsibility of the installer. Failure of this hardwood floor product relating to the sub-floor, in any manner, is not the responsibility of the "Manufacturer" and is not covered under the warranty. A defect in the finish wear surface must be easily noticeable and cover an area of 2" square where there is wear through as seen from a standing position. Any variation or reduction in gloss level will not be considered under this warranty.

Flooring is made from natural raw materials, and as such has cells running parallel with the grain; therefore, all wood floors will expand and contract with the change of the seasons. The expanding and contracting is not covered under this warranty. It is recommended that the customer maintain a relative humidity level of 40-60% in the home by using a humidifier and/or a dehumidifier to minimize the movement of the flooring. Color variations are natural occurrence in wood flooring due to age, species and exposure to ultraviolet sunlight. For this reason, the customer may encounter mild color variations from board to board, or when replacing damaged boards with the new product. Also, normal sunlight can cause fading/or darkening of the flooring depending on the species selected, ask your retailer for more information in this regard. Area rugs should be moved occasionally as they block sunlight and may give the appearance the floor is discoloring under or around the rug: this discoloration is not covered by the warranty.

warranty inclusions:

Warranty shall include and be limited to, only defects arising from the defective manufacturing, premature surface wear or defects in the wood fiber. Should a valid claim arise all reimbursements, repairs, replacement or compensation is the sole discretion of "The Manufacturer". Claims will only be administered if the above criteria have been met.

Authorization of a claim without "The Manufacturer's" approval is at the sole discretion of the author. The Manufacturer will not compensate the author without prior written approval.