



25 YEAR LIMITED WEAR WARRANTY

SLCC Enterprise, Inc. Engineered and Solid wood flooring (**except Milky Way Natural UV lacquer finished series; Venus, Mercury and Jupiter; warranted for 3 years**) is guaranteed for *25 years* as outlined below provided that the flooring has been installed in accordance with the installation instructions. Due to being a natural wood product, it can be expected that approximately 5% of the contents of each box is considered waste. SLCC Enterprise, Inc. shall not contain manufacturing defects in excess of this 5%. This limited warranty is given to the original purchaser and is **NON-TRANSFERABLE**, subject to the procedures, conditions, limitations, disclaimers and exclusions set forth herein. **IT IS THE CUSTOMER'S RESPONSIBILITY TO INSPECT ALL FLOORING BOARDS FOR DEFECTS PRIOR TO INSTALLATION. ALL PLANKS ONCE INSTALLED WILL BE CONSIDERED AS ACCEPTED BY THE INSTALLER AND/OR HOMEOWNER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT.**

VISUAL APPEARANCE - Every box of SLCC Enterprise, Inc. Engineered and Solid wood flooring is carefully inspected prior to shipment by the factory. Consumers and installers must inspect planks for visual defects **PRIOR TO INSTALLATION**. Use constitutes acceptance. No claims for visual appearance will be accepted for materials installed.

WEAR THROUGH – SLCC Enterprise, Inc. warrants its wood flooring for residential use in its original manufactured state to the original purchaser for a period of 25 years from date of original purchase. Warranty extends to wear areas that cover at least 15% of the surface area of the installed floor. Isolated areas of surface wear in high traffic area (doorways, hallways, service counters, etc.) are not considered normal wear-through and are not covered by this warranty.

CAUTIONS (For species: African Mahogany, Acacia, and Sapele)

Certain species (African Mahogany, Acacia, Sapele) are more susceptible to damage from excessive heat from radiant heat systems and are not covered under warranty. While the structural warranty still applies for special limited species, some minor cracks in the finish are deemed acceptable for these species. Hairline finish splits can occur due to shrinkage from high temperatures and extreme changes in humidity levels.

If installing in a dry climate area, or in situations where dry conditions are expected such as high-rise buildings, the flooring should be acclimated with the ends of the boxes opened for 2-3 weeks prior to installation to ensure proper acclimation.

HVAC systems should be operating normally throughout the acclimation period, and portions of the flooring should be distributed to acclimate in the actual rooms where each portion will be installed.

Slight surface checking (cracking), particularly at the ends of planks, should be expected in installations over radiant heat and does not constitute a product failure.

This flooring is not warranted for installation over radiant heat systems.

LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

- The Limited Warranties set forth herein apply only to flooring purchased after January 1, 2017. Proof of purchase is necessary to verify all warranty claims.
- The Limited Warranties do not apply to “seconds,” “off goods,” economy grade, cabin grade or shop grade products.
- The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
- The Limited Warranties do not cover conditions or defects, including buckling, caused by improper installation, the use of improper adhesives; inadequate, uneven or irregular subflooring or improper sub-floor preparation; or by the failure to follow SLCC’s installation guidelines.
- The Limited Warranties do not cover gapping of planks.
- The Limited Warranties do not cover construction related damage.
- The Limited Warranties do not cover planks that have been installed with obvious visual defects.
- The Limited Warranties do not cover noises, such as popping, crackling, or squeaking.
- The Limited Warranties do not cover damage caused by insects.
- The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:
 - loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
 - damage resulting from failure to follow floor care instructions.
 - marks, scuffs, scratches, gouges, splinters, dents or cuts, including without limitation, those caused by pets.
 - damage caused by burns, flooding, fires and other accidents.
 - damage caused by abuse (i.e. dragging objects across the floor without proper protection)

- wear caused by pebbles, sand and other abrasives.
 - damage caused by caster wheels or vacuum cleaner beater bars.
 - use of rubber backed mats, latex-backed or coco fiber mats or mats that are not labeled as “non-staining.”
 - failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
- The Limited Warranties do not cover fading or discoloration from heat or sunlight.
 - Wood is a natural product, SLCC will not guarantee match of color, grain, or gloss of any plank replaced for any reason.
 - For purposes of the Limited Finish Warranty for Residential Use, “wear through” means complete loss of the SLCC wear layer.
 - The Limited Warranties do not cover variations of color, shade or texture of the floor you purchase from those shown on samples or photographs.
 - Use of SLCC flooring in environments that are excessively dry, excessively humid, or prone to dramatic variations in humidity may result in small cracks in the planks which may affect your floor’s finish. This condition, known as “checking,” is not covered by the Limited Warranties.
 - Use of unapproved tape on the wood surface will void wear warranty.
 - SLCC does not approve the use of steam-based cleaners for hardwood floors.
 - All hardwood floors will scratch and dent depending on living conditions. Scratching and denting are excluded from warranty claims.
 - Inadequate product choice for flooring application and environment.
 - Humidity should be between 35-55% and must be maintained throughout the year. Maintaining humidity levels may require use of a humidifier or dehumidifier. Please consult your dealer for more details regarding humidity and exotic species. Excessive humidity can result in cupping. Problems due to exposure to improper environmental conditions are not covered by the product warranty.
 - Temperature should be maintained between 65-75°F (18-24°C). Excessive heat or dryness can result in gapping or splitting. Such problems resulting from improper conditions are not covered by the product warranty.
 - A moisture barrier is required over concrete or gypsum floors and moisture retardant is recommended for wood subfloor.
 - Moisture of concrete subfloors or other subflooring must be tested prior to installing the floor. Tests must result in less than 3 lbs. per 1000 square feet per calcium chloride moisture test. Written documentation of the moisture test must be obtained to validate this warranty.
 - It is the purchaser’s responsibility to ensure that product delivered is the product that has been chosen.

3 YEAR LIMITED WEAR WARRANTY CONDITIONS

Same as above but floor must be maintained with Bona Refresher to touch up scratches and/or scuffs.

HOW TO CLAIM

Any claim under this limited warranty shall be made by contacting your retailer within thirty (30) days after the defect is detected. Claims must be submitted in writing to the SLCC Enterprise, Inc. dealer where the product was purchased. Please include a copy of the original receipt, proof of purchase along with a photograph showing the cause of the claim as well as a copy of installation instructions and warranty included with the product. This warranty covers the repair or replacement, at the manufacturer’s option, of the affected hardwood flooring panels. If repair is not commercially practicable, or if the design or model line that is claimed for is no longer available, the manufacturer may replace the affected materials with another design or model of equal value. New or replacement flooring may not match display samples, existing flooring or other products and furnishings in your home. If SLCC Enterprise, Inc. is unable to furnish a replacement product, SLCC Enterprise, Inc. may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the defective portion of the floor. Under no circumstances will the value of any warranty claim exceed the original purchase price of the floor. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO INSPECT ALL FLOORING BOARDS FOR DEFECTS PRIOR TO INSTALLATION. FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIBLE FOR REPLACEMENT. SLCC Enterprise, Inc. holds no responsibility for labor or other costs incurred to remove install or repair products. The above constitutes the customer’s sole and exclusive remedy for claims under this limited warranty. This limited warranty constitutes the entire agreement between parties.

DISCLAIMER:

This limited warranty does not create for or impose upon the manufacturer any obligations or liabilities arising from any other warranties, express or implied, including merchantability or fitness for a particular purpose. Under no circumstances can *SLCC Enterprise, Inc.* be held responsible or liable to the customer or any other person for any loss of time, inconvenience, expenses, costs, or other incidental, special, or consequential damage and disclaims liability for breach of any other express implied warranties with respect to this product. *SLCC Enterprise, Inc.* is under no obligation to reinstall or replace warranted planks or cover reinstallation costs. No obligation to replace or repair shall be extended to any subfloor materials, adhesives, supplies or other materials used during removal, installation or refinishing. The repair of defective product material or the supply of replacement product, are the sole remedies. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the foregoing exclusion or limitation of incidental or consequential damages may not apply. This limited warranty gives the customer specific legal rights. Such rights may vary from one jurisdiction to another. This warranty shall not be deemed to have failed its essential purpose while *SLCC Enterprise, Inc.* is willing to repair or replace defective goods. Any replacement of good is for ONE TIME ONLY and all expressed warranties are NON-transferable. NO INSTALLER, RETAILER, DISTRIBUTOR OR AGENT OF *SLCC Enterprise, Inc.* HAS THE AUTHORITY TO ALTER THE TERMS OR CONDITIONS OF THESE WARRANTIES