

# ENGINEERED HARDWOOD FLOOR WARRANTY

Effective date January 20, 2020

## General Guidelines

Acorn Design recommends that all flooring is professionally installed for a valid warranty. The manufacturer warrants all products to be free from defects in material and workmanship, under normal use and service, for a specified length of time from the date of purchase as set forth below. This limited warranty only applies provided the flooring covered by this warranty is installed and maintained according to the Acorn Design Installation Instructions and the Acorn Design Care & Maintenance Instructions.

The manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application.

- Flooring should be one of the last items installed in any new construction or remodel project.
- Inspect all materials carefully for color, finish, sheen and defects before installation. Ensure adequate lighting for proper inspection. The warranty does not cover materials with visible defects once they are installed. If there any doubts to the quality, dimensions or appearance of the flooring DO NOT INSTALL. Please contact Acorn Design as INSTALLATION IS ACCEPTANCE..
- Store flooring boxes flat and fully supported during shipping and storage.
- Condition the flooring by storing the flooring in the room or rooms where installation will occur for 24-48 hours before installation at normal living temperature of 65–80°F and relative humidity of 40-55%. This product is not suitable for installation in areas above or below temperatures or relative humidity listed, or non-climate-controlled areas such as covered decks, porches or outdoors.
- Avoid direct sunlight exposure to minimize thermal degradation, color fading, and potential adverse effects on flooring.
- Installations in facilities where walkers and wheelchairs are used (residential and/or extended care) or in facilities with movement of heavy displays, racks, dentist chairs, etc. may exert extreme stress and compromise the surface and locking system resulting in gapping, product separation, bowing, heaving, and expansion in one direction.
- It is the responsibility of the installer/owner to determine if the jobsite subfloor and jobsite conditions are environmentally and structurally acceptable for floor installation. The manufacturer declines any responsibility for flooring failure resulting

from or related to subfloor, subsurface, jobsite damage or deficiencies after flooring has been installed.

- All installed areas must have a working heater & air conditioner to provide normal living conditions for minimum of one week prior to installation and for duration of the flooring use. Normal living conditions include: normal living temperature of 60–80°F and relative humidity of 40-55%. This product is not suitable for installation in areas above or below temperatures or relative humidity listed, or non-climate-controlled areas such as covered decks, porches or outdoors.
- Do not use underlay products unless recommended by the product manufacturer. Please contact Acorn Design for questions about underlay and flooring installation.

Warranties are non-transferable and apply to customers who originally purchased and installed the flooring. The original, paid-in-full invoice is required. Claims must be filed by the original purchaser. No installer, retailer, distributor or agent, or employee of Acorn Design may alter the obligations or limitations of any warranty.

## **LIMITED WARRANTY**

### **RESIDENTIAL WARRANTY PROGRAM**

Acorn Design warrants to the original purchaser only that its pre-finished floors in its original manufactured and installed condition and installed in accordance with industry standards and Acorn Design instructions not to wear through or, if engineered, not to delaminate for the warranty duration period from the date of original purchase, when used under normal residential traffic and other conditions provided that there is continuance compliance with the preventive maintenance and regular maintenance programs prescribed in the World Floor Covering Association Maintenance Guidelines and with the other provisions set forth below.

Acorn Design also warrants to the original purchaser only that its pre-finished floors in its original manufactured and installed condition and installed in accordance with industry standards and Acorn Design instructions are free of any manufacturing defects caused by improper milling, grading, dimension and coating for the lifetime of the floor, when used under normal residential traffic and other conditions provided that there is continuance compliance with the preventive maintenance and regular maintenance programs prescribed in the World Floor Covering Association Maintenance Guidelines and with the other provisions set forth below. Acorn Design is liable only for defective flooring that exceeds 5% of the same Acorn Design flooring installed in the room in which the defective flooring was properly installed.

### **COMMERCIAL WARRANTY PROGRAM**

If applicable for particular flooring Acorn Design warrants for commercial use of its commercial products to the original purchaser only that its floors in its original manufactured and installed condition and installed in accordance with industry standards and Acorn Design's instructions not to wear through or, if engineered, not to delaminate for three years from the date of original purchase, when used under light commercial traffic and other conditions (provided that the use is not for food service

or similar businesses), provided that there is continuance compliance with the preventive maintenance and regular maintenance programs prescribed in the World Floor Covering Association Maintenance Guidelines and with the other provisions set forth below. Acorn Design is liable only for defective flooring that exceeds 5% of the same Acorn Design flooring installed in the room in which the defective flooring was properly installed.

## **RADIANT HEAT**

Acorn Design products are NOT meant for radiant heat installations unless the product is clearly marked as suitable for radiant Heat installations.

## **REMEDY**

The only remedy for defective flooring covered by any of the above warranties shall be, at Acorn Design's sole option, the repair or replacement of such defective flooring or the return of the original purchase price of the defective flooring

## **ADDITIONAL TERMS AND CONDITIONS**

These warranties apply only if the following six (6) conditions are met:

1. The original consumer who purchased the floor is making the warranty claim;
2. That claim is for the flooring located at the original site of installation, in its original manufactured condition (that is, properly installed, reasonable wear and use excepted);
3. The floor has been used for residential use only;
4. There has been full compliance with all of the other provisions of these limited Warranties, without exception;
5. Acorn Design has been fully paid for the flooring; and
6. Acorn Design receives the claim within six (6) months of the occurrence of the alleged defect. These warranties are not transferable. These warranties may not be altered by any dealer, installer, agent or distributor of Acorn Design, or anyone else. Do not install defective flooring. The installer and homeowner are responsible to inspect the flooring prior to installation. Defects discoverable prior to installation shall be conclusively deemed to be waived after installation.

## **Disclaimers [read these carefully]**

The foregoing is the complete and exclusive statement of the express warranties provided and is in lieu of all the other express, implied and/or statutory warranties. Acorn Design makes absolutely no warranty of any kind, express or implied, whether of merchantability, fitness for any particular purpose, or otherwise, except as stated in these limited warranties. Acorn Design has no other obligations of any kind to anyone. Acorn Design will not compensate anyone for any claims, losses or damages of any kind during the applicable limited warranty period or otherwise except as stated expressly in these limited

warranties. All of our obligations end when the applicable limited warranty period is over. Acorn Design shall not be liable to anyone for any incidental, special or consequential damages, labor costs, loss of income or profits for any defect or for any claim arising out of any alleged breach of (1) these limited warranties, or (2) any implied warranty, or (3) any other theory, law or otherwise.

Some states do not allow the exclusion or limitation of incidental, special or consequential damages, or the exclusion or limitation of implied warranties, so such exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may have other rights that vary from state to state.

### **WARRANTY EXCLUSIONS [READ THESE CAREFULLY]**

These warranties do not cover the following:

1. Improper transportation, handling or storage.
2. Any goods sold as rustic grade, second quality, irregular, or repackaged goods.
3. "Seconds", "Off goods", economy grade, cabin grade or shop grade products.
4. Indentations, scratches or damage caused by negligence, water, sand, everyday wear, abuse, pets, spiked heel or cleated shoes or the equivalent, or wet, excessively damp or equivalent mopping.
5. Color changes from exposure to light which are considered natural in wood floors.
6. Failure to provide proper environmental conditions, including but not limited to maintaining proper humidity levels. [Surface checking or cracking may result from a condition of low humidity, and mildew, cupping, crowning and/or discoloration may result from a condition of high humidity.]
7. Failure to follow manufacturer's installation instructions, including but not limited to failure to use approved adhesive [Thane adhesive must be used for the installation of engineered wood floors] or install a moisture barrier.
8. Improper installation or workmanship.
9. Damage caused by insects.
10. Staining caused by urine, feces or vomit.
11. Gloss reduction or surface scratches are not considered surface wear. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
12. Improper care and maintenance. [Never use any household or furniture "dust remover," "polish or similar product; never use any oil-based cleaner, wax, polish or similar product; never use any detergent, soap, steel wool, scouring pad or the like; never use any ammoniated cleaner or abrasive cleaner.]
13. Normal expansion and contraction that solid wood floors may experience between boards at different times during the year. [If minor separations do occur, they are not covered by this warranty.]

14. Grading differences up to 5% of the square footage ordered. [Order 5% to 7% more flooring than actually needed by measurement to cover this allowance.]
15. Milling differences up to 5% of the square footage ordered. [Order 5% to 7% more flooring than actually needed by measurement to cover this allowance.]
16. Surface and other cosmetic differences (such as but not limited to discoloration and knots) up to 5% of the square footage ordered. [Order 5% to 7% more flooring than actually needed by measurement to cover this allowance.]
17. Defects in manufacture that cross-cutting and other adjustments on-site during installation can resolve up to 5% of the square footage ordered. [Order 5% to 7% more flooring than actually needed by measurement to cover this allowance.]
18. Normal color and grain variation. [Wood is a natural product and variations in color, grain, pattern and texture normally occur in original materials and are not considered defects. No two pieces are the same and the same species can vary in color and grain.]
19. Deviations from samples supplied by dealers/contractors.
20. Color Fastness. [All woods are sensitive to light/or oxygen, and over time, will change color, developing a unique patina. Native species, such as cherry, darken over time; walnut, on the other hand, lightens. In general, a water based finish tends to inhibit the degree of change, while an oil based finish allows a more pronounced change to occur.]
21. Fading or discoloration from heat or sunlight.
22. Failure to protect flooring from furniture, furnishings, accessories, sharp or heavy objects, dirt, grit, sand or other abrasives, pets and appliances.
23. New or replacement flooring are not warranted to match pre-existing flooring.
24. Surface wear in high-traffic areas such as doorways, hallways, in front of appliances, sinks or the like.
25. Damage caused by accident, casualty, environmental conditions, flooding, or exposure to any contaminant.
26. Removal or replacement of cabinetry, appliances, built-ins, etc.
27. Settlement of the building or structural changes in the sub-floor.
28. The use of floor products not recommended by Acorn Design may void these warranties.
29. Non-payment to Acorn Design for the flooring involved will void these warranties.
30. Any condition, circumstance, event or conduct beyond the control of Acorn Design.
31. Squeaking or cracking by any cause OTHER THAN result of improper manufacturing (roller skates, golf shoes, pets, etc).

32. Any condition of the flooring resulting from excessive or inadequate humidity - relative humidity before, during and after installation must be and remain between 40% - 55%. It is the purchaser's responsibility to ensure installation climate meets this criteria. Installation errors and pattern allowances.

Acorn Design is not responsible for any installation errors. Installers should allow a sufficient waste factor to allow for errors and the pattern selected. If a reoccurring problem occurs or waste on account of accumulated defects is excessive, stop immediately and call the service department at Acorn Design toll free +1 855 206 7347 to have the problem reviewed before proceeding.