

LIMITED WARRANTY FOR ENGINEERED WOOD PRODUCT

1. WARRANTY COVERAGE

Green Craft ("Manufacturer") warrants to the original purchaser ("Purchaser") of the engineered wood product ("Product") that, under normal residential or light commercial use and subject to the terms and conditions set forth in this Limited Warranty, the Product will be free from manufacturing defects and will not delaminate, warp, or fail structurally due to defects in material or workmanship for a period of **twenty five (25) years** from the date of original purchase ("Warranty Period") for residential use and **five (5) years** from the date of original purchase ("Warranty Period") for light commercial use.

2. WARRANTY LIMITATIONS

This Limited Warranty is subject to the following limitations:

- **Original Purchaser Only:** This Limited Warranty extends only to the original Purchaser and is non-transferable. Any sale, assignment, or other transfer of the Product or the property where the Product is installed will immediately terminate this Limited Warranty.
- **Non-Transferability:** This warranty does not pass to subsequent owners of the property or any other party.
- **Residential and Light Commercial Use:** This Limited Warranty covers normal residential or light commercial use only. Heavy commercial or industrial use is not covered.

3. EXCLUSIONS AND CONDITIONS

This Limited Warranty does not cover:

- **Visible Defects** — Boards with visible defects must not be installed. Visible defects are those defects which are apparent on the face of the flooring. Boards with visible defects must be noted by the installer and reported before installation so that replacement flooring can be furnished before installation. A product deformity that is not measurable or that is visible only under certain light or from certain angles is not considered a defect and therefore not covered under the warranty. It is the responsibility of the Buyer and Installer to inspect the flooring prior to installation. Wood & Style accepts no responsibility for liabilities, claims, or expenses, including labor cost, where flooring with visible defects have been installed.
- **Building Settling or Uneven Subfloor** — Building settling or uneven subfloors are considered part of the pre-installation inspection process. Do not install the purchased Flooring if these conditions exist. The limited warranties do not cover damage or defects caused by settling or uneven subfloors.
- **Damage caused by improper installation, improper maintenance, or failure to follow the Manufacturer's care and maintenance instructions.**
- **Refinishing** - While the factory finish of the Wood Floor may be refinished, doing so will void the Finish warranty

- Damage resulting from exposure to moisture, flooding, fire, excessive heat, or natural disasters.
- Damage caused by misuse, abuse, impact, negligence, or alterations to the Product.
 - A high heel can concentrate as much as 2,000 pounds per square inch on the floor. This type of heel has a diameter of approximately 3/8", and walking on any wood surface with high heels is considered abuse.
 - The Limited warranties also do not cover damage or defects caused by heavy or concentrated foot traffic, damage by pet claws (nails), or failure to use walk-off mats to protect the Flooring from sand, gravel or other abrasives.
- Normal wear and tear, including fading, discoloration, or scratches.
- Damage from installation over radiant heat systems or improper subfloor conditions.
- Wood Floors require maintenance performed in accordance with Manufacturer's maintenance and care instructions. These limited warranties do not cover damage or defects caused by improper maintenance or inadequate care. DO NOT use steam cleaners, spray cleaners or any device that sprays liquids directly on the floor.
- The limited warranties do not cover damage or defects including but not limited to color change caused by excessive sunlight or intense lighting. Excessive sunlight or intense lighting can cause color changes in the finished product.
- The limited warranties do not cover visible differences between color samples and color of installed floors. Please approve the color of the actual Flooring prior to installation.

4. CLAIMS PROCESS

To make a claim under this Limited Warranty, the Purchaser must notify Wood & Style in writing within **thirty (30) days** of discovering the defect and provide proof of purchase. The Manufacturer or Wood & Style may request additional information, including photographs, inspection of the Product, or third party inspection report.

5. REMEDY

If a defect covered by this Limited Warranty is confirmed, the Retailer or Manufacturer will, at its sole discretion, either:

- Repair the defective portion of the Product, or
- Replace the defective portion of the Product with a product of equal value, or
- Refund the original purchase price of the defective portion of the Product.

Note: **No labor costs** associated with the removal, replacement, or reinstallation of the Product will be covered under this Warranty.

6. LIMITATION OF LIABILITY

TO THE EXTENT PERMITTED BY LAW, THE MANUFACTURER'S LIABILITY UNDER THIS LIMITED WARRANTY IS LIMITED TO THE REPAIR, REPLACEMENT, OR REFUND SET FORTH ABOVE. IN NO EVENT SHALL THE MANUFACTURER BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES ARISING FROM THE USE OR INABILITY TO

USE THE PRODUCT, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

7. DISCLAIMER OF IMPLIED WARRANTIES

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED OR LIMITED TO THE DURATION OF THIS LIMITED WARRANTY.

8. GOVERNING LAW

This Limited Warranty shall be governed by and construed in accordance with the laws of the state in which the Product was purchased, without regard to conflict of law principles.

Light Commercial Application Chart

Commercial Building Type	Example of Commercial Business Type	Recommended Application Area
HEALTHCARE	Med Clinics, Retirement Centers, Doctors' Offices, Hospice, Assisted Living	All Non-required "Clean Room" Areas—Corridors, Patient Rooms, Lobbies, Waiting Rooms, Cafeterias, Exam Rooms, Common Areas
CORPORATE	Banks, Professional Offices, including Accountants, Lawyers, etc.	Offices, Hallways, Lobbies, Reception Areas, Bathrooms, Break Rooms, Conference Rooms
RETAIL	Retail Stores, Main Street, Boutiques, Art Galleries, Bookstores, Coffee Shops, Dry Cleaners, Gift Shops, Jewelry Stores, Beauty Salons, Barber Shops	Dressing Rooms, Entire Store
MULTI-FAMILY HOUSING	Apartments, Condos, Military Housing	Any Rooms, including Common Areas
HOSPITALITY	Hotel, Motel, Restaurants	Hallways (excluding Commercial Kitchens)
EDUCATION	Daycare, Preschool, Elementary, Secondary Learning, Universities, Libraries	Dorms, Common Areas. Cafeterias, Auditoriums, Libraries (excluding Gymnasiums)