



COASTAL Engineered Wood Flooring

Warranty

Pre-Installation Warranty:

Before leaving the factory each floorboard is carefully inspected, and shipped in sealed packaging to keep the product stable. We encourage inspection of the material prior to installation. It is imperative that the homeowner look at the material to determine whether the color and appearance of the floor are what they expected. Any boards that are defective should be set aside, if amount is above 5% of the total floor, they will be replaced free of charge. Wood materials have inherent character that cannot always be fully viewed in a display sample or hand set. Samples exposed to ultra-violet light can also experience subtle changes.

30 year Lifetime Structural Warranty:

The floorboards will remain free from manufacturing defects for as long as the original purchaser owns the home. In the unlikely event that any structural aspect of the plank fails, WoodHouse will repair, replace, or refund the original purchase price of the floor (our option). The factory warranties apply only to the original owner and are non-transferable.

30 year Lifetime Finish Warranty:

Our aluminum-oxide polyurethane, finish in residential settings, are guaranteed for 30 years of original owner (non-transferable).

Exclusions to Warranties

1. Color Variation:

Wood is a natural product and will vary in color and grain appearance from board to board. This is considered a natural aspect of the product.

2. Ultraviolet Light/Sunlight Exposure:

Changes will occur (patina) when wood is exposed to UV rays from sunlight or florescent and incandescent bulbs. Window coverings, UV-resistant tint, and solar screens can minimize but not eliminate, this natural occurrence.

3. Pre-Installation Inspection of Boards:

Boards containing manufacturing defects are eligible for replacement. Return unused boards for free replacement material. However, material that is subjectively viewed as defective but meets industry standards for grade will not be replaced. Boards that are installed when visibly defective will not be eligible for replacement.

4. Reaction to Environmental Conditions:

Wood is a product of nature. As a natural material, it will expand and contract as it gains and loses moisture. Some gaps between the boards during low-humidity seasons are normal and not considered a defect. Maintaining optimum humidity levels will minimize these occurrences.

5. Adverse Environment:

Damage created by moisture, sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, improper moving of furniture or appliances and pet claw damage is excluded from this warranty. Use of hardwood flooring in laundry rooms and full bathrooms is not recommended.

6. Maintenance:

Full compliance with maintenance instructions is required. Bona Kemi Hardwood Floor Cleaner must be used. Spills must be wiped up immediately to prevent damage to the boards. This warranty is limited to residential use and does not apply to industrial or commercial use. When unauthorized maintenance products are used or when wet mopping occurs, the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, insects, building defects, floods, or circumstances beyond our control, the warranty is no longer valid. WoodHouse will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time. This warranty is valid for the original purchaser only and is non-transferable. No agent, dealer, fabricator, installer, or employee is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the unlikely event that warranty service is required, please contact your original retailer to arrange an evaluation of the floor.