



Real Wood Floors Warranty Information

Limited Structural Integrity Warranty

Real Wood Floors (RWF) warrants its products, in their original manufactured condition, to be free from defects in lamination, assembly, milling and dimension. RWF products will remain free from these structural defects for life provided they are installed in accordance with our installation guidelines and are maintained in a controlled environment. This warranty is extended to the original purchaser of the goods and is not transferable.

25 Year Finish Warranty

RWF warrants to the original purchaser, that the factory applied finish will not wear through, peel, or separate from the floors for a full 25 years from the date of purchase, when used under normal residential traffic conditions. This warranty excludes any indentations, scratches or surface damages caused by lack of proper maintenance, misuse, negligence, water, or abrasives. This warranty is extended to the original purchaser of the goods and is not transferable.

5 Year Commercial Application Warranty

Real Wood Floors products installed in commercial applications will be afforded a 5 year warranty on both structural integrity and finish provided the floor is cared for in a proper way and is not subject to water leaks, floods or maintenance procedures that utilize wet or damp mopping procedures. Water leaks, floods and improper maintenance will void all commercial warranties.

Important

Wood is a hygroscopic material and will expand and contract with changing moisture conditions (seasons). Some minor separation between boards might occur during seasonal change. This is not considered a defect and is not covered by this warranty.

Warranty Exclusions

Real Wood Floors warranties do not cover structural damage that results from products installed in uncontrolled environments. Extreme moisture conditions specifically dry environments can damage the structural integrity of the flooring. Carefully read our Installation Guidelines for a complete list of Acceptable Jobsite Conditions.

Real Wood Floors warranties do not cover indentations, scratches, defects or damages caused by the failure to follow all of the manufacturer's installation procedures.

Responsibility for inspection and approval of wood floors falls to the consumer and installer prior to permanent installation. The installer is the final inspector of the product. Real Wood Floors is not responsible for labor costs associated with the repair or replacement of visually defective planks after the floor is installed. In addition, prior to installation the installer should make certain that the subfloor is properly inspected for moisture conditions according to the NWFA guidelines. The guidelines should also be consulted for installation over radiant heat floors.

Real Wood Floors warranties do not cover indentations, scratches, defects or damages caused by improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured product. Real Wood Floors warranties do not cover damages caused by the use of oil soaps, liquid or paste wax products or other household cleaners that are not recommended maintenance products. Real Wood Floors warranties exclude non-factory applied finishing including, but not limited to refinishing.

Real Wood Floors warranties do not cover indentations, scratches, defects or damages caused by negligence, water, insects, pets, spiked or damaged heel shoes, vacuums with beater bar heads, furniture, appliances, casters, falling or dropped objects or construction traffic.

Real Wood Floors warranties exclude indentations, scratches, defects or damages caused by neglect or abuse including, but not limited to, failure to take proper precautions to protect furniture legs and feet with protective pads and properly functioning casters or improper protection during the construction process when moving heavy objects or sustaining heavy traffic.

Real Wood Floors warranties do not cover defects and damages caused by man made or natural disasters including but not limited to, leaking or broken plumbing, fire, flood, earthquake or standing water during or after construction.

No warranties apply to any product or products designated as off-goods or goods sold “as is”.

Following items are not covered by warranty

- Damage caused by negligence, accidents, misuse or abuse
- Damage caused by vacuum cleaner beater bar or hard heads
- Damage caused by appliances, furniture and casters
- Damage caused by cutting from sharp objects
- Damage caused by flooding, fire, and other natural disasters and Acts of God.
- Reduction in gloss, scratches or indentation due to sand or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required
- Color, shade or texture variations between samples or replacement flooring and the actual material.

- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g. cabinets, stair railings, trim, etc.).
- Changes in color due to exposure to sunlight and age.
- Deficiencies related to subfloor/floor assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises (squeaks, etc.) associated with anything other than manufacturing defects of the flooring.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots.
- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- Products designated "off-goods" Such products are sold "AS IS."
- Commercial installations of residential products.
- Construction or installation-related damage.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including but not limited to, broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.

IMPORTANT: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

How to Make a Claim

In the unlikely event that any portion of your floor should fail, with respect to any of the provision of this warranty, Real Wood Floors, at its sole option to the original purchaser, will repair, refinish or replace such portion with the same product or another product of equal value at no cost to you. In the unlikely event that Real Wood Floors is unable to correct the failure after a reasonable number of attempts, Real Wood Floors will refund, if requested, the purchase price for that portion of the floor that fails. This provision does not include removal or installation of new flooring or the removal or replacement of cabinets and other fixtures.

To file a claim, first contact the Real Wood Floor retailer where the original purchase was made. If the retailer is unable to satisfy the claim, they will place you in touch with our offices. Please include your contact information, the date of purchase, name of retailer and installer and the sales invoice or receipt. Claims must also be filed within the warranty coverage period and information verifying the date of purchase will be requested. Real Wood Floors reserves the right to have a designated representative inspect the floors and remove samples for technical analysis.

This writing is the complete and exclusive statement of the warranty, and is in lieu of all other express and/or statutory warranties. Real Wood Floors assumes no liability for incidental or consequential damages. However, some states do not allow this exclusion and may not apply in all cases. This warranty gives you specific legal rights that may vary from state to state.