



Lifetime Limited Warranty

Account must be in good standing or warranties will not apply and all claims will be denied

FINISH/WEAR WARRANTY

Naturally Aged Flooring will warrant under normal residential conditions and uses, providing that Naturally Aged Flooring's maintenance guidelines are strictly followed, that the finish will not wear-through or peel off for the lifetime of the floor or as long as the original purchaser owns the home in which it is installed. ***For light commercial applications, hardwood flooring is warranted for 2 years and SPC/LVP flooring is warranted for 10 years, as described above.***

STRUCTURAL WARRANTY

Naturally Aged Flooring warrants all first quality flooring to be free from defect in material and workmanship including milling, assembly, dimension and grading for the lifetime of the floor or as long as the original purchaser owns the home in which it is installed. Naturally Aged Flooring additionally warrants that these floors, will not delaminate when properly installed and maintained according to Naturally Aged Flooring's installation and maintenance procedures. This does not include defects resulting from moisture.

N.A.F. ADHESIVE WARRANTY

N.A.F. will honor the applicable terms of any wood floor manufacturer's current published adhesive warranty or subfloor moisture warranty (where applicable) when the wood flooring was installed using Naturally Aged Urethane Wood Flooring Adhesive in accordance with product instructions and the instructions of the wood floor manufacturer.

N.A.F. will also warrant Naturally Aged Urethane Adhesive to be free from defects in materials and workmanship for a period of one year from the date of purchase, if the product has been installed in accordance with the N.A.F. Specification Guide and the installation instructions furnished with the product. In the event of loss of adhesion of Naturally Aged Urethane Adhesive due to product defect, N.A.F. will reimburse the customer for the cost of labor and materials necessary to repair or replace the affected area(s) of the installed wood flooring.

Repairs / replacements must receive approval from N.A.F. before proceeding. Claims on flooring that has been repaired or removed without prior approval will be denied.



EXCLUSIONS NOT COVERED BY OUR WARRANTIES

- Damage caused by improper storage, handling or installation of flooring.
- Squeaking, popping or crackling.
- Man-made or natural disasters including but not limited to leaking or broken plumbing, landscape watering/irrigation, insect infestation, fire, flood, earthquake or standing water during or after construction.
- Improper preparation of, or deficiencies in, subfloor/floor joist assembly including, but not limited to subfloor materials, fasteners, patching/leveling compounds or adhesives other than flooring adhesive. These situations are considered to be part of the installation inspection process prior to installing Naturally Aged Flooring. Do not install flooring if any of these situations exist.
- While Naturally Aged Flooring can be installed over radiant heated subfloors, certain precautions must be taken so as not to void these warranties. Refer to our Radiant Heat Precautions and follow installation instructions.
- Neglect, dents, scratches, and abuse caused by furniture, appliances, casters or normal foot traffic, including, but not limited to not taking proper precautions to protect furniture legs and feet with felt protectors, dirty or improper casters, moving heavy objects without a dolly or floor protection.
- Dents or fractures of the flooring and/or finish caused by pet claws, heels, or falling / dropped objects.
- Moisture infiltration from sidewalls, appliances or from any surfaces including through the subfloor.
- Construction traffic abuse to the surface of the flooring.
- Non-factory applied finish (by the owner or installer) including but not limited to refinishing or recoating.
- Natural color variations/characteristics such as mineral streaks, small knots & grain variations from plank to plank.
- Gloss reduction, scratches and dents in high traffic areas, pivot points and seating areas are considered normal surface wear and are not covered under the Finish/Wear Warranty.
- Warranties do not cover move out expenses, storage or moving of furniture, painting, cabinet/door removal, or anything other than the material needed and labor to repair or remove/replace the defective material.
- Incidental or consequential damages are excluded under Naturally Aged Flooring's warranty.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. Naturally Aged Flooring's warranty gives you specific legal rights. Others may vary from state to state. Warranties do not apply to any product designated as other than first quality including but not limited to mill run, cabin grade, specials, non-standard items or any items or products sold "as is". These warranties are effective for Naturally Aged Flooring floors sold after the "Date of acceptance".

DISCLAIMER OF UNSTATED WARRANTIES

The limited warranty described in this section is in lieu of all other warranties of Naturally Aged Flooring and disclaims all other warranties concerning the flooring, expressed or implied, including but not limited to any implied warranty of merchantability, fitness or adequacy for any particular purpose, use or quality.

ONLINE SALES VOID THESE WARRANTIES

Naturally Aged Flooring protects local businesses by forbidding the sale of our flooring on the internet. Any product purchased online is considered second-hand and will not be warranted by N.A.F. Orders will only be shipped to the designated shipping address we have on file for our customers with the sole exception of job site deliveries on our local Los Angeles truck. Our customers who Will Call from any warehouse using a commercial trucking company will need to provide a BOL and address of the final destination. Orders being shipped outside of a customer's territory will not be processed or covered by our warranties and the warranties of all of that customer's previous orders will also be voided.

WHAT TO DO IF YOU HAVE A PROBLEM

Naturally Aged Flooring takes every possible precaution to ensure that our products perform as warranted. In the unlikely event our product fails to meet your expectations, you should contact your retailer or builder within 30 days of experiencing a problem. They are a great source of information and should be able to rectify the situation to your satisfaction.