

HM HARDWOOD FLOORING RESIDENTIAL

WARRANTY BY GREEN WHOLE WOOD FLOORING Hardwood Specialists since 1990

***Effective On Purchases Made On/After Jan 1,
2010***

****Any HM Hardwood flooring products that are bought through an internet website are not covered under the following Hardwood Flooring warranty. HM Hardwood flooring products purchased on the internet automatically voids warranty coverage.***

HM Hardwood Flooring is pleased to offer the following warranty program on its prefinished flooring products as outlined below. The warranty programs apply only when the required installation methods and floor maintenance procedures are followed. HM (GWW Flooring) warranty program also assumes that proper relative humidity and temperature conditions are maintained within your home as set forth in the required manufacturer's installation guidelines and the **Normal Environmental Conditions** set forth below. Under HM Residential

Warranty Program, as detailed below, HM Hardwood Flooring warrants that its products meet all established industrial quality standards specified for each product category. Residential warranty programs are non-transferable and extend only to the original purchaser(s) of the HM prefinished hardwood floor. This program is limited to residential applications only, and does not apply or extend to either commercial or industrial use. Claims for surface wear must result from surface wear that is readily visible and cover at least one full square inch of the surface area. Gloss reduction is not considered surface wear. All wood is natural and, therefore, there will be variances in color and wood grain. Wood flooring will naturally change in color after exposure to UV radiation and/or sunlight. These variations and color changes are not covered by the Limited Residential Finish Warranties, (e.g. Jatoba, Brazilian Cherry, Tigerwood) and some of the other exotic woods are photosensitive and will change color. Use of floor care products other than those specially formulated for use on prefinished flooring

may damage your floor and void the warranty (refer to the installation guidelines and warranty for more information).

25 YEAR LIMITED RESIDENTIAL FINISH WARRANTY

FOR ALL PRODUCTS UNDER THE RESIDENTIAL WARRANTY PROGRAM

It is mandatory that the purchaser(s) install the floor pursuant to the manufacturer's installation instructions. HM Hardwood Flooring warrants, to the original purchaser, that the surface finish will not wear through or separate from the wood for twenty-five (25) years from the date of purchase, when used under normal residential traffic conditions, and as long as preventive and regular maintenance as prescribed in and suggested in the National Wood Flooring Association Maintenance Guidelines is followed. The NWFA guidelines can be found under the "Wood floor maintenance" section on the NWFA website at www.woodfloors.org. This finish warranty excludes any damages resulting from,

caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, water, wet mopping, erosion, pebbles, sand, other abrasives, surface checks/splits and/or failure to protect the flooring material during move-in and/or other construction activities in the immediate/adjacent area.

LIMITED LIFETIME STRUCTURAL WARRANTY

FOR ALL PRODUCTS UNDER THE RESIDENTIAL WARRANTY PROGRAM

It is mandatory that the purchaser(s) install the floor pursuant to the manufacturer's installation instructions. HM Hardwood Flooring warrants, to the original purchaser, that its engineered pre-finished hardwood floors are free of any manufacturing defects. Manufacturing defects

include, but are not limited to, the following: improper milling, grading, staining, and coating. Structural limited lifetime warranty means the hardwood flooring product will remain free from defects in lamination, assembly, milling, dimension, (see: Proper humidity conditions in installation instructions), and grading for as long as the original purchaser owns the home. It is the installer's responsibility to inspect each board prior to the installation. Planks that are not structurally acceptable should not be installed. Planks that are not visually/aesthetically acceptable should be put to the side and used in an acceptable location. Once a plank is installed, there is no longer a question as to its structural or visible/aesthetic characteristics. If a plank does not install properly, it is not to be used. Although improper installation voids this warranty, HM Hardwood Flooring reserves the right to replace planks that have cracked, split and/or delaminated due to structural defects. If more than 5% of the boards for the complete installation are unusable, return the boards to HM Hardwood Flooring for

replacement. Damages due to improper transportation, storage, installation, extreme indoor conditions (e.g. extreme heat, dryness, and/or moisture) extreme sunlight, excessive wear and usage, or any other cause are not covered by this warranty. Exposure to excessive heat, dryness, or moisture, may cause damage to the flooring. It is natural, due to the inherent properties of wood, that minor contractions and expansions may occur. These occurrences, and/or visual changes of the hardwood floor, will self-correct with seasonal climate changes and/or when maintaining suggested normal environmental conditions.
