

GREEN MOUNTAIN - Hardwood Flooring Warranty

WHEN WARRANTY APPLIES

This warranty is effective for all wood flooring from Green Mountain Woodworks. Our warranty extends only to the original purchaser of the flooring, and not to subsequent purchasers of homes or other locations where the flooring is installed. Our warranty only applies if the flooring is installed in strict compliance with the National Wood Flooring Association (NWFA) industry installation standards. A licensed contractor or certified wood flooring installer should be consulted regarding the installation procedure of each project. You must also undertake regular and preventative maintenance for this warranty to apply.

PRE-INSTALLATION INSPECTION

Green Mountain Woodworks guarantees that this product exceeds industry standards for quality and will meet the standards outlined in our order confirmation in regard to specie, grade and product specifications per your order confirmation and invoice. You and/or your installer should carefully inspect each plank before installation. Any uncut planks that appear to fail to meet these standards should not be installed and can be returned to the original place of purchase to be replaced at no cost to you. Green Mountain Woodworks shall not be responsible for costs associated with installing, finishing and/or replacing of flooring installed with obvious defects. Installation acknowledges acceptance of the product. If there are any questions regarding specifications fit, finish or defects, do not install.

MANUFACTURING & STRUCTURAL WARRANTY

At Green Mountain, quality is important to us and we extend our residential warranty to cover the structural integrity of every board. All of our hardwood flooring is crafted to the highest standards, each plank is inspected numerous times through production to insure quality at every stage of the manufacturing process. Green Mountain Woodworks warrants to the original purchaser that its flooring arrives free from defects in milling, dimension and grade.

Our engineered flooring is processed using a sophisticated bonding system, with each plank constructed under intense heat and pressure to ensure quality. In the unlikely event that the bonding or other structural aspect of a plank fails within the first year following installation, we will, at our option, either repair or replace the defective plank free of charge. If failure occurs after installation, we will replace the defective plank, exclusive of the costs of removal, re-installation or refinishing. See Exclusions from Warranty below.

EXCLUSIONS FROM WARRANTY

Green Mountain's warranty does not cover scratches, indentations or damage to the floor caused by negligence, or damage from any of the following causes:

- Improper transportation, handling, acclimation and storage. The client is responsible for storing their Green Mountain products in a manner that maintains the recommended moisture content prior to installation. **DO NOT INSTALL WOOD FLOORING WITHOUT PROPER ACCLIMATION.**
- Improper installation
- Improper maintenance
- Poor workmanship by the installer
- Alterations to original products
- Extreme environmental conditions
- Bumps and/or dimples created by nailing machines, cleats or staples
- Abuse or misuse: damage caused by abrasives, spiked heel shoes, pebbles, sand, pets, heavy furniture or equipment, etc..
- Accidents
- Natural wood discoloration or changes in color due to sunlight or UV exposure

- Insufficient or excessive humidity or moisture. Humidity levels must be maintained between 40-60% throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate.
- Insufficient damage protection in kitchen work stations, bathrooms and underneath furniture
- Failure to follow industry specific installation and care standards per the National Wood Flooring Association.
- Moisture/Water damage due to wet mopping, moisture penetration through or from the subfloor, flooding, leaking plumbing, overflowing sinks or similar.
- Erosion
- Insect infestation after the product has left the factory
- Insufficient damage prevention
- Use of the wood in a commercial setting of any type, unless agreed upon prior to purchase by Green Mountain Woodworks and the client.
- Failure to follow recommended wood floor care and maintenance guidelines
- Finishes applied on site by purchaser or installer, including re-surfacing or re-coating

Warranty excludes flooring and products that are sold and designated “As is”, “Seconds”, “Closeout” or other items sold as custom or non-standard products.

NATURAL EXPANSION AND CONTRACTION

Green Mountain Woodworks wood flooring is a natural product. Some minor contraction and expansion may occur. Changes in the product due to the natural properties of the wood will not be covered by the warranty. These occurrences and/or visual changes in the hardwood floor will frequently self-correct with seasonal climate changes or under normal environmental conditions. Green Mountain Woodworks will not repair or replace a floor due to these natural changes caused by normal environmental conditions.

AVAILABLE REMEDIES

If your Green Mountain wood floor fails to perform under this warranty, Green Mountain Woodworks will decide what portion of the floor is defective and determine the cause of the problem. Green Mountain Woodworks will then, at its option, replace or repair the portion of the floor that it determines to be defective and covered by this warranty. In the unlikely event that Green Mountain Woodworks is unable to repair manufactured defects after a reasonable number of attempts, Green Mountain Woodworks will refund, if requested, the purchase price of the portion of the floor that was determined defective. Green Mountain Woodworks will not refund the installation costs or any amount beyond the purchase price of the floor.

LIMITS OF THIS WARRANTY

Any attempt to replace, refinish or repair the floor prior to Green Mountain Woodworks inspection and authorized repair actions will void this warranty. No distributor, installer, dealer, agent, salesperson or Green Mountain Woodworks sales representative is authorized to change or increase the terms of coverage of this warranty. This warranty is in lieu of all other representation, collateral agreements, conditions or warranties of any kind, whether expressed or implied, including without limitation any condition or warranty as to merchantability, fitness for a particular purpose, durability, quality, condition, suitability or any condition or warranty arising by statute or otherwise in law or equity or from a course of dealing or usage of trade. There are no warranties, which extend beyond the face hereof.

LIMITS ON DAMAGE

In no event shall Green Mountain Woodworks or its suppliers be liable for any direct, punitive, indirect, commercial, economic, incidental, consequential, or special damages resulting from use or loss of use or the performance or non-performance of Green Mountain Woodworks engineered flooring, or from a breach of this warranty, whether such liability is asserted on the basis of contract, tort or otherwise. Green Mountain Woodworks total liability under this warranty will not, under any circumstances, exceed the actual total price paid by the original purchaser for the flooring.

ADDITIONAL TERMS

Certain conditions, limitations and exclusions set out in this warranty are not permitted or effective in some states. Some of the conditions, limitations and exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights, which vary from state to state. This manufacturer warranty replaces any legal warranty otherwise applicable within the limits permitted by law.

FILING A CLAIM

If you need to file a claim under this warranty, you must first contact your place of purchase. If you are unable to satisfy your claim in this manner, then contact Green Mountain Woodworks corporate offices at the following address:

GREEN MOUNTAIN WOODWORKS

225 Rogue River Parkway

Talent, OR 97540

(541) 535-5880