

Weyerhaeuser

Single-strip Engineered Hardwood Flooring

Limited Light Commercial Warranty

3-Year Finish Warranty

Weyerhaeuser warrants to you, as the original purchaser of the Weyerhaeuser 1/2" Single-strip Engineered Lyptus hardwood floor, that the factory applied UV cured aluminum oxide surfaces on Weyerhaeuser Engineered prefinished floors will, under normal Light Commercial traffic conditions, not wear through or separate from flooring for a period of 3 years from the date of purchase, as long as the floors have been installed and maintained in accordance with Weyerhaeuser's Installation Instructions. Warranty provisions extend to the original purchaser only. This warranty is non-transferable.

Manufacturing Defects

Industry standards as well as the Installing Instructions allow for up to 5% of the square footage of flooring to contain wood below grade and/or with milling defects. Weyerhaeuser Engineered prefinished hardwood flooring is warranted against manufacturing defects caused by improper milling, grading, and coating in excess of a 5% allowance. If manufacturing defects exceed 5%, Weyerhaeuser will repair or replace such defective material in accordance with this limited warranty, excluding the cost of transportation, storage, removal and installation.

During installation, occasional knots and defects will be encountered. Simply crosscut out the defects and use the remaining sections to start or finish a row. If your installer discovers a reoccurring problem, or determines the waste to be in excess of the industry standard 5% allowance, **STOP IMMEDIATELY** and contact the vendor that supplied the flooring before proceeding. In the event that milling defects or grade variations exceed the 5% allowance, Weyerhaeuser will, at its option, after validating the claim either send replacement flooring, provide a credit for that portion of flooring which fails to make grade, or refund the original cost of the flooring in full.

Please note that flooring must be checked carefully for milling or grade defects before and during installation and under sufficient lighting. **DO NOT** install defective flooring. Installing visibly defective flooring will void this limited warranty and flooring that has been installed is deemed to be acceptable by the installer and property owner. Weyerhaeuser is not responsible for costs associated with installing, finishing, and/or replacing of flooring installed with visible defects.

Characteristic and Color Variation

Wood is a natural material. No two pieces are the same. No two trees are the same; and the same species can vary, based on the geographic area from which it was harvested. Weyerhaeuser cannot be responsible for claims arising from flooring that possesses a greater range of grain/color variation than found in samples supplied by dealers.

Color Fastness

All woods are sensitive to light and/or oxygen, and over time, will change color. Follow maintenance guidelines to mitigate this natural occurrence. Lyptus Hardwood floors will darken over time and such changes to color are specifically excluded from this limited warranty.

Radiant Heat

Lyptus Engineered flooring can be installed over radiant heat. Radiant heat must not exceed 85°F.

Warranty Exclusions

Weyerhaeuser is not responsible for indirect, consequential or incidental damages. In other words, this limited warranty does not cover loss of time, inconvenience, expenses, costs, or any other damages other than replacement or refund of the product itself.

This warranty does NOT cover:

- Damages caused by improper transportation, storage, and installation.
- Claims filed by a party other than the original purchaser/property owner. This warranty expires on any sale or disposition of the building/business.
- Indentations, scratches or damages which are caused by neglect, water erosion, pebbles, sand, other abrasives, misuse, insufficient protection, dropped objects, insects, pets, high-heeled shoes, failure to follow Weyerhaeuser's installation instructions including but not limited to approved adhesives, improper maintenance, not maintaining proper humidity conditions or improper alterations of the floor.
- Damage due to water saturation such as a leaky faucet, broken pipe and wet mopping. Maintaining proper humidity is necessary – please refer to the Installation Instructions for suggested range.
- Minor separations due to seasonal humidity changes.
- Installations in commercial kitchens, bathrooms, or factory settings. To be sure your application is warranted, please contact Weyerhaeuser directly.

Other Terms and Conditions

The terms of this warranty become valid upon final payment. The above warranties do not apply to any products designated or sold as "B" grade, bargain grades, cabin grades, seconds, closeouts, or non-standard items so marked or designated. Any products so designated are sold "AS IS". The use of floor care products other than those recommended by Weyerhaeuser may damage flooring and void this warranty. Inquiries regarding this warranty should be directed to the Weyerhaeuser Engineered Lyptus Flooring retailer where the original purchase was made. EXCEPT AS EXPRESSLY SET FORTH ABOVE, WEYERHAEUSER MAKES NO WARRANTY, EXPRESS OR IMPLIED, WHETHER RELATING TO MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE OR OTHERWISE, AND WEYERHAEUSER DISCLAIMS ALL WARRANTIES NOT EXPRESSLY SET FORTH ABOVE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

How do I get Warranty Coverage?

Your first step should always be to work with your vendor/retailer. If the retailer is unable to satisfy your request, contact the customer service department at Weyerhaeuser by calling 800-320-9720.