



# FRONTENAC

## Solid Wood Flooring

### Warranty

#### WARRANTY

- A- Our floors have a lifetime warranty for their structural integrity
- B- We guarantee our floors against the total wear of their finishes, as described in the following

#### Duration

Light commercial usage: 5 years

Residential usage: 30 years

1. Light commercial usage: The warranty applies only in low activity areas and only for establishments having no direct exterior access, such as stores in a shopping mall (where store access is via the mall's hallways), offices, health facilities, etc. This warranty DOES NOT COVER commercial establishments with a direct exterior access such as restaurants, bars, clubs, and businesses and/or installations where the floors might be subjected to excessive wear.
2. The warranty covers residential activities in areas of normal circulation.

#### CONDITIONS FOR IMPLEMENTING THE WARRANTY

The warranty is non-transferable, therefore, valid only for the original customer and is subjected to the procedures, restrictions, renunciations and exclusions outlined in this document. Taking into account that wood is a living matter, industry standards allow up to 5% of floor components containing defects without considering that the whole floor is sub-standard. WoodHouse's responsibility is limited to replacing or repairing defective components - only for defects explicitly covered by the warranty - above this 5% threshold. In order for wear to be covered by this warranty, the wear shall be clearly visible and shall cover more than 10% of the total surface of the purchased floor. This warranty will not apply to products that have not been paid in full. The warranty does not cover ANY other costs, such as (but not limited to): installation, transport, punitive damages, etc.

#### GENERAL LIMITATIONS OF WARRANTY

Should a floor component be deemed sub-standard or not acceptable with respect to grade, color, craftsmanship or finish, it should not be installed; otherwise it will be considered as accepted "as is" by the Customer. Since the wood floor will react and interact with the environment, it shall be installed and maintained in the appropriate environmental conditions. PLEASE refer to the table of Annex A "MANDATORY INSTALLATION CONDITIONS BY PRODUCT TYPE" in order to identify the recommended relative humidity level for your product. Failure to follow the installation guidelines might partially or completely void the warranty.

#### SPECIFIC EXCLUSIONS TO THE WARRANTY

Dimensional changes and cracks due to floor humidity variations caused by environmental changes.

Wear, luster variation, color variation and/or discoloration.

Damages such as scratches and dents caused by impacts, friction due to heavy loads and objects, abrasive compounds, high heel shoes, shoes with hard, rigid soles, and animals.

No warranty on products sold "as is", Tavern grade, rustic or second grade.

## CLAIM PROCEDURE

When lodging a claim, the Customer shall contact the retailer where he/she purchased the WoodHouse product from. The Customer must have the detailed sales receipt that shows the date of purchase, the quantity bought and the product code.

WoodHouse retains the right to:

- Inspect the floor
- Take floor samples in order to perform technical analysis;
- Inquire as to how the product was installed;
- Any other inquiries relevant to the claim.

Any defect shall have been brought to the attention of the retailer where the Customer purchased the floor within 30 days following the initial purchase and/or the discovery of the defect.

Please visit our website to find a claim form to fill  
[www.woodhousefloor.com](http://www.woodhousefloor.com)