



LIMITED RESIDENTIAL WARRANTY – TERMS AND CONDITIONS

SOLID PREFINISHED HARDWOOD FLOORING

Congratulations on the purchase of your beautiful new floor! We'd like to personally thank you for choosing Mason Wood Floors and really appreciate the opportunity to serve you. Mason Wood Floors will enhance the beauty of your interior, as well as adding to the value of your home. As hardwood flooring is a natural product, each board will have its own characteristics, such as variations in color and shade, which will provide your finished floor with a truly unique visual.

MWF is committed to providing our customers with only the highest quality of Solid hardwood floors, each plank of prefinished hardwood is meticulously milled with state-of-the-art equipment delivered through impeccable customer service. We warrant that our products follow strict guidelines during the finish process to ensure that each plank has been individually and thoroughly inspected.

WARRANTY COVERAGE

This warranty applies to the original purchaser of the floor and is not transferable. Scratching, indentations, and loss of gloss are not considered as wear. Your floor is warranted against grading, finishing and milling defects in excess of the applicable waste factor. *Waste factor* is an industry term that refers to an allowance for manufacturing and natural defects in flooring and is represented by a percentage. While board selection may vary according to personal preference, waste is determined by NWFA standards generally waste will be no more than 5% to 10% of the total square footage of your purchase. However, waste may be higher based on room layout, product description, or product grade.

Manufacturing defects do not include natural wood characteristics such as mineral streaks, knots, grain variations, normal minor differences between color of samples and the color of installed floors, color variations from board to board, or minor width variation. Due to the nature

of wide width plank (3" and wider), some minor width variation is to be expected and is not considered a defect. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Even properly installed hardwood floors may experience some minor separations between boards at different times during the year. If separations do occur, they will not be covered under this warranty.

25 YEAR RESIDENTIAL FINISH WARRANTY

The finish on Mason Wood floors flooring is guaranteed not to wear through for 25 years from the date of purchase for normal residential foot traffic and use as long as recommended regular maintenance instructions are followed. This warranty applies to the original purchaser of the floor and is not transferable. Scratching, indentations, and loss of gloss are not considered as wear

EXCLUSIONS AND LIMITATIONS

THESE WARRANTIES PROVIDE NO EXPRESS OR IMPLIED COVERAGE AGAINST:

- Scratches, indentations, marks, stains or other damage caused by negligent or accidental exposure pebbles, grit, sand or other abrasives, pets, insects, high heeled or cleated shoes, fire, product spills, excessive moisture, heat or dryness;
- Loss of gloss is not considered as surface wear;
- Natural occurring wood characteristics such as GRAIN, COLOR, MINERAL STREAKS, AND KNOTS ARE NOT CONSIDERED DEFECTS. Seasonal gapping due to expansion and contraction in heating and non-heating seasons may also occur. Issues relating to these natural characteristics are not covered under this warranty;



- Changes in color due to exposure to light;
- Color and Shade Variations: New or replacement flooring may not always match samples, printed color photography including websites and catalogs, existing flooring or other wood products (such as cabinets, stair railings, trim, and moldings) due to, among other things, natural variations that occur in species, age, growing conditions, exposure to UV/sunlight and other factors. Therefore, these variations should be expected;
- Problems arising from failure to follow manufacture's written installation, care and maintenance instructions; Damages caused by any installation (regardless of the source of the installation advice) which conflicts with applicable product installation instructions (available at www.masonwoodfloors.com) and the NWFA's installation standards are excluded from this warranty;
- Do not install materials with visible defects, as they will not be covered by warranty. Please see owner/installer's responsibilities;
- This warranty covers the factory applied finish. Applying another finish and/or sanding (such as in preparation for another finish) may damage for factory applied finish and voids the warranty against finish wear;
- Expansion and contraction between boards or any other problems arising from improper heat and humidity;
- Damage due to exposure to excessive moisture from any cause or source, including but not limited to broken or leaking pipes or wet mopping, pets, relative humidity, subfloor moisture, etc.) are excluded. Moisture (and dryness) can cause issues such as checks cupping, crowning, warping, buckling, peeling, twisting or gapping;
- Consequential and/or incidental damages ARE NOT COVERED UNDER THIS WARRANTY. This refers to any loss, expense, inconvenience or damage other than to the wood floor cost. For example, personal damages costs that may arise while pursuing a

quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc., are not covered.

This warranty with its terms and conditions is the complete and exclusive expression of our warranty. Our obligation under this warranty shall be limited to, at its options, providing replacement of shortages, exchange of a disputed product, or refund of the purchase price for flooring with visible manufacturing flaws returned prior to installation.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. We maintain the exclusive right to alter the obligations and limitations of this warranty.

HOW TO MAINTAIN YOUR WARRANTY

Follow the Installation and Care Instructions: It is your or the installer's duty to make sure the installation requirements are strictly followed. Installation and care instruction can be found at www.masonwoodfloors.com

We reserve the right to investigate, assess and validate reported claims by, among other things, requesting samples from you for technical analysis and performing an inspection of the flooring and installation location.

HOW TO FILE A WARRANTY CLAIM

Just visit the store where you purchased your floor, if for some reason, your retailer is unable to satisfy your claim, you may contact us at: www.masonwoodfloors.com. Claims must be submitted within ninety (90) days of the date that the problem with the floor is first discovered.

This warranty is provided by Mason Wood Floors: 900 Commonwealth Place, Ste. 200, Virginia Beach, VA 23464