



## **10 YEAR LIGHT COMMERCIAL LIMITED WARRANTY**

This warranty begins when the flooring is purchased. It applies only to the original end-use purchaser and is not transferable. The flooring must be installed according to product specific installation guidelines, and must be maintained in accordance with the recommended floor care and maintenance guidelines

### **WHAT THE WARRANTY COVERS**

#### **Limited 10 Year Structural Warranty**

Nature's Wood warrants all first quality composite hardwood floors, in their manufactured condition, to be free from defects in material and workmanship including milling, assembly, dimension and grading. Nature's Wood additionally warrants that these composite hardwood floors, will not delaminate when properly installed and maintained according to Nature's Wood's installation and maintenance procedures.

#### **Limited 10 Year Warranty for Commercial Finish Wear**

With our UV-cured aluminum oxide finish, you gain the assurance of superior durability and wear ability. Nature's Wood will warrant, under normal light commercial conditions and uses, that the finish will not wear through or peel off of the hardwood flooring during the length of the warranty of the product you purchase. Note that this limited warranty extends only for defects that cover at least 5% of the surface area of the installed flooring. Gloss reduction, fading, scratches and dents in the finish are not considered surface wear and are not covered under this warranty.

### **WARRANTY PROCESS**

You (the original end use purchaser) should notify the authorized SICCO Dealer and/ or your sales representative and submit the following in writing:

1. A valid proof of purchase in the form of a sales receipt or other documents, which establish proof of purchase.
2. A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

Send to your SICCO Dealer. SICCO will designate a representative to inspect the floor in question and evaluate the warranty claim if your SICCO Dealer cannot resolve your problem.

## **WHAT SICCO WILL DO**

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, SICCO may, at its sole option, replace the affected product or refund the proportional purchase price for the affected area. SICCO will pay the reasonable costs for freight and labour. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the Nature's Wood product will be at the consumer's expense.

## **WHAT CONDITIONS APPLY**

Wood is a natural product containing natural variations in colour, tone, and graining. Nature's Wood cannot warrant against natural variations in colour or any other variations, such as mineral streaks, small knots, and grain variations from plank to plank. Natural variations or gloss level between samples/models and installed flooring are excluded. Any sample or model shown or used by your seller is for demonstrative purposes only, and such sample or model does not create a warranty of any kind that the goods you purchased shall conform thereto. Any warranties based on any such sample or models are specifically disclaimed. Gloss reduction or surface scratches in the finish are not considered surface wear and are not covered under this warranty.

**This limited warranty does not extend to or cover failure or damage resulting from the following:**

- The flooring that is installed outside or in non climate controlled environments, squeaking, popping or crackling, damage caused by heavy weights, high heels on shoes, or concentrated loads, scratches, stains, damage from abuse or negligence, damage from pet nails, damage from excessive dryness or heat, excessive cold, abrasive materials on shoes or under rolling loads, fire damage, fading due to excessive lighting or direct sunlight, insect damage, damage from recoating or alterations to the finish, damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor, mold, mildew, water damage resulting from improper installation, flooding caused by natural disaster, plumbing failures, etc., moisture damage by events beyond everyday spills, including, but not limited to standing water allowed remaining on floor, appliance leaks, leaking plumbing, or any source of continuous, repetitive or long term water exposure, areas exposed to excessive or continuous, repetitive or long term topical moisture. All wood based products are hygroscopic (they will react to moisture) and as a result will expand or contract accordingly. Nature's Wood floors are not warranted against staple or nail pull out from the subfloor.

- Damage to the flooring such as dents, scratches, or dulling of the finish (loss of gloss) are NOT covered. In addition, the following are NOT covered under these limited warranties: use of hardwood cleaning machines, auto-scrubbers; use of non-recommended maintenance and floor-care products including but not limited to oil soaps, liquid or paste wax products, or other commercial cleaners that contain acrylic; neglect or abuse including but not limited to taking proper precaution to protect furniture legs and feet with protective pads to reduce scratches and dents; not using dollies and protective plywood when moving heavy objects, furniture, or appliances.

**NOTE:** The warranty is not transferable. It extends only to the original end use purchaser. SICCO does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. SICCO shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).