



Palladio Wide Plank hardwood flooring (Palladio flooring) is produced from the finest raw materials, manufactured with the highest quality control standards and environmental standards. Our confidence in the product is reflected by extension of this warranty to the original purchaser of Palladio flooring and may not be assigned or transferred. Guarantee coverage may be voided if all installation instructions and recommendations or by the use of improper materials or tools. **READ and FOLLOW ALL INSTRUCTIONS CAREFULLY** to assure coverage.

### MANUFACTURING DEFECTS

Palladio warrants to the original purchaser of its flooring, in its original condition, shall be free from manufacturing defects caused by improper milling, and grading for as long as you own your flooring (except otherwise note below). You and/or your installer should carefully inspect each plank before installation. Any uncut planks that appear to have defects should not be installed and can be returned to the original place of purchase to be replaced at no cost to you. Palladio flooring is liable only when the defective flooring exceeds 10% Residential (20% Commercial) of the original hardwood flooring purchase order and will only repair or replace such defective material, excluding the cost of transportation, storage, and installation. Occasional defects in flooring from miss-milling or handling damage do occur. During installation, occasional defects will be encountered including machining snipes, waness, splits, and areas on the face that will not clean up. 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 excessive, stop immediately and call your retailer to review the problem before proceeding. Palladio flooring will at its option, either send replacement flooring or credit you for that portion of flooring which fails to make grade. The warranty does not cover manufacturing defects that have been installed which are visible or which reasonably could have been discovered by you or your installer prior to installation. You must notify Palladio flooring of any such manufacturing defects before installing flooring. If not properly notified Palladio flooring shall not be held liable for any costs or expenses incurred as a result of the purchase or installation of any such defective or unsatisfactory flooring.

### LIFETIME STRUCTURAL LIMITED WARRANTY

Each Palladio plank is laminated using the most advanced flooring technology available. In the unlikely event of delamination, warping, cupping or buckling of the product because of manufacturing defects, Palladio will replace or repair the defective flooring pieces at no cost to you.

### 50 YEAR RESIDENTIAL FINISH LIMITED WARRANTY

The surface finish for Palladio flooring for residential use is warranted not to separate due to manufacturer's failure for 50 years from the date of retail purchase. Wear through is covered for 50 years under normal residential traffic conditions so long as all care and maintenance instructions are followed. Scratches and wear through on less than 10% of the total floor area are not covered by this warranty but may be repaired or recoated.

## EXCLUSIVE WARRANTIES

### 5 YEAR COMMERCIAL FINISH LIMITED WARRANTY

The surface finish for Palladio flooring for commercial use is warranted not to separate due to manufacturer's failure for 5 years from the date of retail purchase. Wear through is covered for 5 years under normal traffic conditions so long as all care and maintenance instructions are followed. Scratches and wear through on less than 10% of the total floor area are not covered by this warranty but may be repaired or recoated. The flooring requires an additional coating of a compatible finish directly after installation with Bona Natuarle or Basic Coatings StreetShoe. See installation instructions for details.

### NO-BUCKLE MOISTURE WARRANTY

We guarantee that our floors will bond to the subfloor for the life of the flooring provided the installation and application are in full compliance with Palladio installation instructions and the adhesive manufacturer's application instructions.

### ENVIRONMENTAL WARRANTY

All components of Palladio flooring are chosen for their responsible environmental impact. All woods are from professionally managed "sustained yield" forests. All glue used within Palladio flooring do not contain any Urea Formaldehyde and exceed the CARB II standard. The urethane finish does not release harmful solvents, formaldehyde or heavy metals.

### EXCLUSIONS TO WARRANTY

The following are excluded from this warranty:

- **Gapping of Planks.** Because of Palladio flooring extra wide widths, there is considerable amount of expansion and contraction at different times during the year. This warranty does not cover gapping caused by normal expansion and contraction that wood floors may experience between boards, improper seating of planks during installation or by mastic memory. If minor separations do occur, they are not covered by this warranty. Cupping, delaminating or crowning due to excessive moisture or humidity is not covered by this warranty.
- **Installation** To be covered by this warranty the flooring must be properly installed by a licensed flooring contractor in accordance with all installation instruction provided to you with the flooring, This warranty does not cover damage arising from improper installation of the flooring. The flooring must be purchased from an authorized dealer. **This warranty does not cover any defects unless the square footage of such defective flooring exceeds 10% residential or 20% commercial of the total square footage of your purchased flooring.**
- **Improper Storage,** Damages caused by improper transportation, storage, and installation are not covered
- **Installation.** Installation instructions must be followed. Subflooring must be dry and properly installed.
- **Improper Adhesives.** Damage caused by use of water based adhesives over sheet vapor barriers or sound insulation are not covered.
- **Improper Maintenance.** Maintenance instructions must be followed and in particular the floor cannot be

wet mopped. The use of products containing wax or oils may damage your floor and void the warranty.

- **Extreme Conditions and Surface Checking.** The manufacturer will not warranty Palladio flooring in climates that experience extreme humidity changes. The humidity level in the home must be in the 45%–60% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate. Dramatic variations in humidity may cause micro checking of the finish. This is not considered a defect and is not covered by the warranty.
- **Abuse or Misuse.** This warranty does not cover damage caused by neglect, abnormal use or misuse, application of solvents, corrosives or other chemicals to the flooring, color change, excessive pivot and point-loads, stiletto shoes, heavy furniture or equipment, unpadded furniture feet, water, pet claws, pet urine, damage from sand, pebbles or other abrasives or other unintended uses.
- **Water Damage.** This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, leaking plumbing, overflowing sinks or similar water damage.
- **Insect Infestation.** This warranty does not cover any insect infestation after the product has left the factory.
- **Radiant Heat.** Only low temperature radiant heating systems which are regulated to never exceed 83°F at the wood surface may be used. If surface area is allowed to exceed 83° all warranties are void. Only Float-In installations are acceptable for radiant heat subfloors.
- **Natural variations.** Wood is a natural material. No two pieces are the same. We do not warrant against natural variations in color within the floor. Palladio flooring cannot be responsible for claims arising from flooring that possesses a greater range of grain/color variation than found in samples supplied by dealers. Palladio flooring is purposely selected as a "country" grade wood and as such, contains all the original defining uniqueness such as open knot-holes, pits, worm holes, and other naturally occurring elements of a country grade floor. We suggest you allow 5% waste for cross cutting and removal of cracks and end splits. Allow additional 5% if open knots will be cut out and not filled.
- **Color Fastness.** All woods are sensitive to light and oxygen; therefore over time they will change color developing a unique patina because of varying exposure to sunlight or UV light.

Other items not covered under the warranties include damage caused by natural events such as hurricanes, tornadoes, earthquakes, and floods; installation of flooring with visible defects; construction traffic abuse to the surface of the flooring; use of non-recommended nailers, staplers or adhesives; squeaking, popping or crackling by any cause other than the mis-manufacture of the tongue or groove.

In the event that there is a claim against this warranty, Palladio flooring will pay for one replacement of the portion of the installation that is defective. This includes all reasonable materials and labor unless otherwise noted here. Palladio flooring excludes and will not pay consequential or incidental damages under this warranty. The sole remedy provided herein is the repair, refinish or replacement, at the sole option of the manufacturer. In the unlikely event that the manufacturer is unable to correct the failure after a reasonable number of attempts, the manufacturer will refund, if requested, the purchase price of the portion of defective floor on a prorated basis. Any attempt to repair or replace the floor prior to the manufacturer's inspection and authorized repair actions will

void this warranty. This warranty does not include the cost of labor if the flooring is installed by other than professional installers. It does not apply to any products designated or sold as B-grade which is sold "as is." There are no other warranties, including merchantability or fitness for a particular purpose, expressed or implied other than those listed within this warranty. This warranty will not be deemed to have failed its essential purpose while Palladio is willing to repair or replace defective goods.

Some states do not allow the exclusion or limitation of incidental or consequential damages and therefore, this exclusion may not apply. This warranty gives you specific legal rights which may vary from state to state.

## WARRANTY SERVICE

To obtain service under this warranty contact your dealer.

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