

HARDWOOD WARRANTIES

Limited Warranty for Prefinished Solid and Engineered Floors

Manufacturing Defects

Leadman Flooring LLC hereby warrants to the original buyer ("Buyer"), the goods to be free from manufacturing defects for as long as you own your home. Hardwood is a natural product and may have naturally occurring blemishes. The owner/installer of a Leadman Flooring LLC Hardwood Floor must use reasonable selectivity and hold out or cut off objectionable naturally occurring blemishes prior to installation.

Finish Warranty

Leadman Flooring LLC Hardwood finish is warranted against wear through or lack of finish adhesion. See product sample or your retailer for duration of warranty on specific products.

This warranty is conditioned upon Leadman Flooring LLC receipt of notice in writing from the Buyer of the alleged defect prior to expiration of the limited warranty period and evidence that the products were properly installed and not subject to any of the conditions described below.

Additional warranties exclusively for Prefinished Engineered Flooring

Structure Warranty Leadman Flooring LLC hereby warrants to the Buyer of Leadman Flooring LLC engineered flooring products that, under normal use, the plies will not separate for as long as the Buyer owns the home.

Limitations on Liability

Buyer's exclusive remedy and Leadman Flooring LLC sole liability on any claim, whether in tort, contract, or breach of warranty, shall be limited to either (1) the repair or replacement of the defective products for the affected area only which are proven to Leadman Flooring LLC satisfaction to be defective in manufacture, or (2) the refund of the applicable purchase price. In no event and for no cause whatsoever, including any breach or default by Leadman Flooring LLC, shall Leadman Flooring LLC have any other liability (including without limitation incidental or consequential damages) or any monetary liability to Buyer in excess of the contract price or prices of the products in question. If Leadman Flooring LLC shall elect to repair or replace the products which are in proven defective, then Leadman Flooring LLC will supply new hardwood flooring product of the same color and grade, if available. If such product is unavailable or discontinued, Leadman Flooring LLC reserves the right to supply product of similar value and appearance. All charges should be submitted to Leadman Flooring LLC Customer Relations Department for evaluation and review.

Limitations

While Leadman Flooring LLC warranties are industry-leading, there are some limits to the warranty. Any of the following shall void and invalidate the warranty

Visible Defect -- Visible defects are those defects which are apparent on the face of the flooring. They must be noted by the installer and reported before installation so that replacement flooring can be furnished before installation.

Building Settling or Uneven Subfloor -- These situations are considered to be part of the pre-installation inspection process. Do not install wood flooring if these situations exist. This warranty does not cover damage caused by settling or uneven subfloors.

Improper Installation -- Improper installation, done in a way that is contrary to Leadman Flooring LLC written installation instructions, can cause problems with a Leadman Flooring LLC floor. Leadman Flooring LLC will not replace a floor with defects caused by improper installation.

Improper Maintenance or Inadequate Care -- Your Leadman Flooring LLC floor requires maintenance. Please follow the instructions that are recommended by Leadman Flooring LLC. This warranty does not cover product damaged by improper maintenance or inadequate care.

Accidents, Abuse or Abnormal Wear -- This warranty does not cover damage resulting from accidents or abuses which stain or scratch the finish, diminish gloss, or indent the surface of the wood. It also does not cover damage caused by heavy or concentrated foot traffic, damage by pet claws (nails), or failure to protect the floor from sand, gravel or other abrasives by use of walk off mats.

Indentations from Stiletto Heels on Shoes -- A stiletto heel can concentrate as much as 2,000 pounds per square inch on the floor. This type of heel has a diameter of approximately 3/8", and walking on any wood surface with stiletto heels is considered an abusive situation. This warranty does not cover product damaged by stiletto heels on shoes.

Problems with Moisture or Dryness -- This warranty does not cover damage caused by wetting or the presence of excessive moisture, or by conditions that are too dry. See Leadman Flooring LLC written installation instructions for more details.

Excessive Sunlight -- This can cause discoloration. Draperies or shades will usually provide adequate protection. This warranty does not cover damage or discoloration caused by excessive sunlight or Ultra Violet rays. For this reason, new and/or replacement flooring may not match display samples and/or existing flooring.

Difference from Samples -- This warranty does not cover the differences that can be seen between color samples and color of installed floors. Please approve the color of actual product prior to installation if this is a concern.

Radiant Heating -- Solid hardwood is not warranted for use with radiant heating systems. Engineered Hardwood may be used with radiant heating systems provided they are installed in compliance with the Leadman Flooring LLC written installation instructions.

Transferability -- These warranties apply only to the original Buyer and to flooring in its original installation and are not transferable.

Consequential or Incidental Damages -- Leadman Flooring LLC expressly excludes and will not pay consequential or incidental damages under this warranty. By this, Leadman Flooring LLC means any loss, expense, inconvenience or damage other than to the wood floor itself that may result from a defect in the product.

Your Obligation to Leadman Flooring LLC -- As the Buyer of our product, you agree to follow all care and maintenance directions as related to wood flooring. You also agree to allow Leadman Flooring LLC an opportunity to repair any claimed defects.

Hardwood Flooring Care and Maintenance Recommendations

Leadman Flooring LLC hardwood flooring requires routine care and regular maintenance in order to maintain the beauty of its appearance over time. The recommendations in this section are in accordance with guidelines required to maintain the coverage of the limited warranties and will prolong the life of the hardwood flooring.

Preventative Maintenance

Use protective mats at all exterior entrances.

Vacuum or sweep the floor regularly. Warning: Vacuums with a beater bar or power rotary brush head can damage a wood floor and should never be used.

Remove spills promptly using reputable hardwood cleaner and a clean white cloth.

Use felt protectors under chairs and heavy pieces of furniture.

Footwear should be periodically checked for wear. Spiked heels or shoes in need of repair can severely damage hardwood floors.

To extend the beauty of the hardwood flooring, close drapes or blinds during hours of direct sunlight. Excessive sunlight can cause discoloration.

Keep your pets' nails trimmed to prevent damage to the floor.

Protect the floor when using a dolly for moving furniture or appliances. Never slide or roll heavy furniture or appliances across the floor.

Regular Care

Leadman Flooring LLC hardwood floors are easy to care for and require no waxing. When the appearance of the floor becomes dulled by the effects of soil, simply use Leadman Flooring LLC Floor Care Essentials Hardwood Cleaner and a specialty terry cloth or microfiber flooring mop available from most flooring retailers.

- Step One: Vacuum or sweep the floor to remove any particles that could scratch the floor. Warning: Vacuums with a beater bar or power rotary brush head can damage a floor and should never be used.
- Step Two: Apply reputable Hardwood Cleaner following carefully following directions.
- Step Three: Use a back and forth motion with the mop. When the mop cover becomes soiled, simply replace it with a clean one. Cleaning the floor with a soiled cover could cause streaking. Covers are typically re-useable so simply throw the cover in the wash and dry it as you would any towel.
 - Never wet or damp mop hardwood floors. Water can cause damage to wood flooring.
 - Never use oil soaps, wax, liquid detergent or other household products to clean the floor.

If the floor becomes scratched or dull, repairs can often be made using repair accessories. Contact the installing flooring subcontractor for information.