

Forest Glen™

SOLID HARDWOOD

LIMITED WARRANTY

WHO'S COVERED

As the original purchaser of your Forest Glen floor, you are covered by this warranty.

TRANSFERABILITY

This warranty applies to the original retail purchaser and is not transferable.

LENGTH OF COVERAGE

20-years from the date of retail purchase, subject to the applications, limitations, disclaimers and exclusions set forth below.

WHAT'S COVERED

Your Forest Glen Hardwood floor is warranted against finish wear from normal household conditions resulting in the exposure of the bare wood.

WHAT YOU NEED TO DO

PLEASE KEEP YOUR SALES RECEIPT. INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED. FOLLOW THE HOW TO MAINTAIN YOUR WARRANTY INFORMATION SET FORTH BELOW.

WHAT'S NOT COVERED

Boards Installed: If for any reason you have a board that is not acceptable DO NOT install it. Once installed the product is deemed acceptable and only this warranty will apply (see What's Covered).

Special, Indirect or Consequential Damages: Losses, damages or expenses relating to anything other than the Forest Glen flooring purchased are not covered under this Warranty. For example, any damages or costs that may arise in connection with a warranty claim hereunder, including, but not limited to missed time from work, hotel stays, storage fees, kennel costs for pets, and other costs, are not covered. Costs relating to the removal of defective flooring and/or installation of replacement flooring are not covered under this warranty. Countertops, cabinets, built-in appliances or other fixtures should not be installed on top of your floor and the cost of the removal or replacement of these items is not covered.

Moisture (or Lack of Moisture): Damage caused by moisture (such as leaking pipes, spills, 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.

Other Site and Environmental Conditions: Defects or damages resulting from extreme indoor conditions (such as extreme heat, radiant heat, or exposure to sand); indentations and scratches (caused by pets, furniture, appliances, tools, heels, toys, etc.); improper maintenance and accidents; misuse and abuse; and any wear that conflicts with the care instructions on www.forestglenhardwood.com are not covered.

Gloss reduction: Fading or loss of gloss is not finish wear and is not a product defect.

Other finishes: This warranty covers the factory applied finish. Applying another finish and/or sanding in preparation for another finish may damage the factory applied finish and will void the warranty against finish wear.

Poor Installation: Damage caused by installation is not covered under this warranty, including, but not limited to damage caused by sub-surface, sub-flooring and jobsite environmental deficiencies; improper transportation, acclimation and storage; or bumps, surface dimples or other damage created by nailing machines or staples. Damage caused by any advice or instructions that conflict with Forest Glen's installation instructions and the National Wood Flooring Association's guidelines (regardless of the source) are not covered under this warranty.

Natural Wood Characteristics: Wood flooring is a natural product. It may change as a result of the conditions to which it is exposed, including but not limited to, seasonal and environmental factors. Seasonal gapping due to the wood's expansion and contraction in heating and non-heating seasons may occur. Color changes due to aging or exposure to UV/sunlight may also occur. Natural variations in the wood from board to board, including, but not limited to, differences in grain, color, tone and knots, may exist. Issues relating to these natural wood characteristics are not covered under this warranty.

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 natural variations that occur by species, age, growing conditions, exposure to UV/sunlight and other factors. Consequently, these variations should be expected.

HOW TO MAINTAIN YOUR WARRANTY

Follow the Forest Glen Installation and Care Instructions: It is your duty and the duty of your installer to make sure the installation requirements found at www.forestglenhardwood.com AND INCLUDED IN THE CARTON are strictly followed, especially with respect to the use of moisture barriers, installation tools such as nailers and trowels, in evaluation of the job site conditions and moisture testing. You must properly care for your floor. Care instructions can also be found on the Forest Glen Hardwood website.

Follow the Pre-Installation Requirements: Prior to installing the first board, you or your installer must determine if the job-site environment and the sub-surfaces meet or exceed applicable industry and product standards. Below are a few of these standards. Complete installation instructions are included in the carton with your flooring and are available on www.forestglenhardwood.com.

- You must comply with all applicable environmental and building codes, regulations and laws.
- Your installation area and subfloor must be dry, stiff and flat within industry standards. Use a moisture barrier according to the installation instructions and acclimate your flooring to the area where it is being installed. Once acclimated and before you begin work, measure the moisture content of the flooring and subfloor with a moisture meter and document it. The moisture levels between the flooring and the subfloor must be 4% or less for flooring that is up to 2-1/4" wide, or 2% or less for flooring that is over 2-1/4" wide.
- Your installation area must be between 60° to 80° Fahrenheit with a relative humidity between 30% and 50% for at least five days prior to delivery and throughout the life of your floor to ensure optimum performance.

Inspect All Boards for Visible Variations: Boards which have been installed are only covered under this warranty with respect to finish wear. Nothing else is covered under this warranty. Before installation, you and your installer should examine all boards to ensure they are satisfactory. If any boards are unacceptable due to color, finish, milling or any other reason, it is up to you to determine to use them, hide them in areas like closets, trim off the imperfection, or not install them at all. Plan on being present during installation to ensure that all required procedures are completed and boards with visible defects are not installed. It is important to inspect individual boards and to frequently step back to observe the "whole picture" before installation is completed. If quality issues are suspected before or during installation, immediately contact the store where your floor was purchased.

For more information including warranty and installation instructions go to www.forestglenhardwood.com.

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www.forestglenhardwood.com
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