



PRIVATE RESERVE HARDWOOD FLOORING RESIDENTIAL LIMITED WARRANTIES

Applicable to floors purchased after 12-01-2009
MENDOCINO COLLECTION - NAPA COLLECTION — SONOMA COLLECTION



LIMITED LIFETIME STRUCTURAL WARRANTY (ENGINEERED FLOORS) 25-YEAR LIMITED RESIDENTIAL FINISH WARRANTY (ENGINEERED AND SOLID FLOORS)

Lifetime Limited Structural Warranty (applicable to Engineered Floors only)

Every Private Reserve Engineered Hardwood Floor is manufactured using our best 100% Select North American Hardwood core veneers and exterior-grade adhesives. This process permanently locks the plies together to deliver more dimensional stability and split resistance than ordinary solid flooring. In the event that the plies should separate due to glue bond failure, Summitt Forest Products will, at our option, either: (1) repair the defective plank(s); (2) replace the defective plank(s); or (3) refund the purchase price if we are unable to provide a replacement and repair is not commercially practical or cannot be timely made. Bostik's Best Urethane Wood Flooring Adhesive, or another adhesive approved by Summitt Forest Products, must be used for all glue-down applications (Note: From time to time Summitt Forest Products may approve additional adhesives – for a complete list see our website www.privatereserveflooring.com). Glue-down installation using a non-approved adhesive will void this structural warranty.

25-Year Limited Warranty for Residential Finish Wear (applicable to Engineered and Solid Floors)

Summitt Forest Products will warrant under normal residential conditions and uses, and providing that Summitt Forest Products' maintenance guidelines are strictly followed, that the finish will not wear through or peel off of the hardwood flooring for a period of 25 years. In the event that the finish wears through or peels off of the hardwood flooring, Summitt Forest Products will, at our option, either: (1) replace the affected plank(s); (2) recoat the affected area; or (3) refund the purchase price, for the affected area only, prorated over the remaining life of this limited warranty. This limited warranty extends only for defects that cover at least 10% of the surface area of the installed flooring. Gloss Reduction and Scratches in the finish are not considered surface wear and are not covered under this warranty. The 25-Year Limited Warranty for Residential Finish Wear begins from date of purchase.

Floating Floor Installations

Private Reserve Engineered Hardwood Floors in widths up to 5" are warranted for floating installations provided installation is done in strict accordance with the *Private Reserve Engineered Hardwood Flooring Floating Installation Instructions*. Private Reserve Engineered Hardwood Floors wider than 5" and all Private Reserve Solid Hardwood Floors are not warranted for floating installation.

Radiant Heat Installations

These warranties are extended to all Private Reserve Engineered Hardwood Floors when installed over radiant heat systems, provided installation is done in strict accordance with the *Private Reserve Engineered Hardwood Flooring Installation Instructions* and ongoing operating floor temperature and room humidity is controlled as detailed therein. Even when these guidelines are followed it is still possible that your flooring may experience some cracks (seasonal checking) on the surface, gapping between boards, or delamination of boards. These symptoms are NOT covered by this warranty. **Private Reserve Solid Hardwood Floors are not warranted for installation over radiant heat systems.**

Who is Covered Under These Limited Warranties?

These limited warranties apply to you only if you: (1) are the original consumer purchaser of the Private Reserve floor; (2) have paid in full for your hardwood floor, and (3) have purchased the hardwood floor for your own personal residential use and not for resale. These warranties are not transferable or assignable and they do not apply to nonresidential, rental, or commercial purchases/installations.

Warranty Exclusions

Private Reserve Hardwood Flooring is not warranted against indentations, scratches or damages which are caused by neglect, water, wet mopping, erosion, pebbles, sand, other abrasive, misuse, abuse, insufficient protection, insects, pets, and spiked shoes. Failure to follow Summitt Forest Products' written installation or maintenance instructions, not maintaining proper humidity conditions, or any improper alterations of the Private Reserve Flooring voids applicable warranties. Surface checking and/or occasional cracks in the surface due to changes in humidity or dryness as the floor ages are common in natural wood products and are not covered by these warranties. Damage due to water saturation such as leaky plumbing, broken pipes and wet mopping is excluded from the Lifetime Limited Structural Warranty. Maintaining proper humidity is necessary (please refer to installation instructions for suggested range). Minor separations due to seasonal humidity changes are not covered by this warranty. Summitt Forest Products reserves the right to determine, with sole discretion whether any item hereunder is defective or subject to exclusion noted hereby. Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Some species such as Black Cherry are more susceptible to color change during the aging process. These warranties do not cover damage from the sun and its UV rays. Wood is a natural product containing natural variations in color, tone, and graining. Summitt Forest Products cannot warrant against natural variations in color or any other variations, such as mineral streaks, small knots, and grain variations from plank to plank. Nor can we warrant against natural variations or gloss level between samples/models and installed flooring. 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. If you or your installers are not satisfied with our floor prior to installation, simply return the carton(s) to your dealer for a full replacement (Accepting or rejecting the shipment must be done on full shipment quantities only, not carton-by-carton or plank-by-plank). Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. Summitt Forest Products is not responsible for any costs associated with repairing or replacing planks with apparent defects after the floor is installed.

The above warranties are the complete and exclusive statement of Summitt Forest Products' Private Reserve Hardwood Flooring Warranty, and are expressly offered in lieu of all other express and/or statutory warranties including the implied warranties of merchantability and fitness for a particular purpose. Summitt Forest Products assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitations for incidental or consequential damages. In that case these exclusions may not apply to you. This warranty gives you legal rights that vary from state to state. Summitt Forest Products may repair, refinish or replace any defective product at its sole discretion. Any attempt to repair, replace or refinish prior to Summitt Forest Products optional inspection will void this warranty. No installer, retailer, agent or employee of Summitt Forest Products (other than claims department) has the authority to increase or alter the obligations of this warranty.

All information contained within this document applies to Summitt Forest Products' Private Reserve Hardwood Flooring only.

The information contained within this document is in no way applicable to any other flooring product manufactured by Summitt Forest Products.