

WARRANTY INFORMATION

Terra Legno Flooring Design ("Terra Legno") hereby warrants to its original purchaser ("the Original Purchaser") that its Pre-finished Engineered Hardwood Flooring ("the Products") to be free from manufacturing defects for a certain period as long as the Original Purchaser owns his/her home. This Warranty IS SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. This Warranty covers only approved products with a mark of Terra Legno and is effective on the products purchased and then installed within the confines of private residential home using recommended installation methods, floor maintenance procedures and maintaining proper relative humidity condition. This warranty does NOT applied to any commercial use.

PRE-FINISHED ENGINEERED PLANK:

25- YEAR STRUCTURAL INTEGRITY WARRANTY

Terra Legno warrants the original purchaser that the engineered, wood layer on its factory finished products, from the date of purchase when used under normal residential traffic conditions, as applicable, will not wear through or separate from its engineered construction for a period of 25 years as long as the Original Purchaser owns his/her home in a normal environmental condition. A normal environmental condition means that heating and ventilation systems should be designed to maintain interior relative humidity level [in the air] between 40% to 60% RH all year round, to ensure the best performance of the hardwood flooring and other wood furniture or wood cabinets. It is noted that above warranty exclude any indentations, scratches or damage caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, pets, insects, water, moisture, erosion, pebbles, sand, other abrasives, insufficient protection on furniture, wet mopping or failure to follow all the manufacturer's written maintenance instructions. Use of floor care products other than what instructed by manufacturer's written maintenance instructions, may damage the floor and may void the warranty. Minor separation between boards may occur at different times through the year because of air conditioning and heating. This is a natural characteristic of real wood products and is not considered a manufacturing defect and therefore not covered under this warranty. All hardwood flooring is susceptible to excessive moisture damage, therefore, Terra Legno is not be liable for cupping, warping, buckling or twisting. It is the installer's responsibility to inspect each board in every carton BEFORE it is permanently installed. If this board is NOT visually or physically acceptable (also applied to the grade and species), it should be put to the side and used in an acceptable location. Damages due to improper transportation, storage, installation, extreme indoor conditions (such as extreme heat, dryness or moisture), extreme sunlight, poor workmanship by installer, bumps and/or dimples illusion created by nailing machine and cleats or staples, or any other accidental cause are NOT covered by this Warranty. It is advised that exposure to excessive heat, dryness or moisture may cause damage to the flooring. Hardwood flooring, being a natural product, will continue to expand and contract through heating and nonheating seasons. Properly installed hardwood floors may consequently experience some separation between the boards at different times during the year. If such separation occurs, it is NOT considered a product defect and is NOT covered by this Warranty.

25- YEAR RESIDENTIAL FINISH WARRANTY

Terra Legno warrants that its UV cured aluminum oxide finish, when used under normal residential condition and with proper maintenance, will not wear through or separate from the wood within 5 years from the date of purchase as long as the Original Purchaser owns his/her home. It is noted that all above mentioned residential finish warranties exclude any indentations, scratches or damage caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, pets, insects, water, moisture, erosion, pebbles, sand, other abrasives, insufficient protection on furniture, wet mopping or failure to follow all of manufacturer's written maintenance instructions. Hardwood flooring color variation is a natural occurrence; therefore, color change will occur because of exposure to sunlight and other factors. Inherent in each box is variations of grain, color, or tones. They are not considered

manufacturing defects. Gloss reduction is not considered being a finish defect, and is not covered under this warranty. Whenever this warranty is applicable, Terra Legno's liability is limited to replacing, or repairing, at the option of Terra Legno, the defective boards due to manufacturing defects in excess of five percent [5%], industry standard, material only.

THE PROTECTION UNDER THIS WARRANTY:

- If in the unlikely event any portion of the floor should fail with respect to the provisions of these warranties, Terra Legno, at its sole option, to the original purchaser, will repair, refinish, or replace such portion, AT NO COST TO THE ORIGINAL PURCHASER, with the same product or another product of equal value. In the unlikely event Terra Legno is unable to correct the failure after a reasonable number of attempts, Terra Legno will refund, if requested, the purchase price for that portion of the floor that fails. Terra Legno assume no liability for incidental or consequential damage Claims must also be filed within the warranty coverage period and the information, including but not limited to original proof of purchase and details of the fault together must be required. Terra Legno reserves the right to have a designated representative inspect the floors and remove samples for technical analysis.
- This warranty is not transferable.
- No installer, retailer, distributor or agent, or employee of Terra Legno Flooring Design, has an authority to alter the obligations or limitations of this warranty.

WARRANTY DISCLAIMERS AND EXCLUSIONS:

- Color variations in flooring are a natural occurrence due to species, age, and character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
- Due to color variations of product and/or samples, Terra legno is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and moldings.
- Gloss reduction is not considered surface wear.
- Natural occurring wood characteristics such as variations in grain, color, mineral streaks, and knots, are not considered defects.
- Normal exposure to sunlight will bring about changes in the shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.
- Installations must be performed in accordance with all installation instructions by Terra Legno or Installation Guideline from the National Wood Flooring Association (NWFA).