

PARAMOUNT

BY QUALITY DISTRIBUTION

Limited Warranty for Paramount Hardwood

We are proud to warrant our quality products with confidence which are made under the strictest quality controls. However, hardwood floors are a product of nature and therefore are not perfect. Please read the following product warranty information for the protection of your investment interest. We hope you will enjoy the new floor in your home.

The Manufacturer is pleased to offer you're the following Residential Warranty Program on all Paramount prefinished flooring products installed following recommended installation guidelines and complying with floor maintenance procedures and specific relative humidity conditions within your home. Temperature should be maintained between 60-80 degrees and relative humidity between 30-50%.

This residential warranty is extended to the original purchaser of the prefinished hardwood floors. It applies strictly to residential and light commercial environments (business offices only). This warranty is not transferable to subsequent owners.

Pre-Installation Warranty

Paramount hardwood floors are manufactured to the highest quality standards. However, it is the responsibility of the owner and installer to inspect each plank for quality, color, and finish before installation. This warranty does not cover materials with visible defects once they are installed. Please immediately contact your retailer if you are not satisfied with the planks before cutting it. Since wood is a product of nature, standard industry practice allows for up to 5% flooring shipped to have milling, handling, finish and/or grade defects. This warranty applies only to material that is excess of this 5%. The Manufacturer will replace or refund the purchase price of material deemed to be defective in excess of this 5%

Product Variance from Sample

There is always some variance in wood tones due to the natural characteristics of hardwood. Samples which have been subjected to excessive light may be slightly different or have aged over time may not be representative of the product as it is now being produced. This is not considered a manufacturing defect. No claim will be accepted for installed material due to sample and product color difference. Any material returned for deviation from sample color must be in new unopened cartons (one carton may be opened for comparison but it must be properly repackaged). Our products are handcrafted and because of this there may be some difference in scraping and/or texturing of the surface as a result of the natural characteristics of the materials used. This is not considered a manufacturing defect. You may have to pay a restocking fee if material is found to be within manufacturer's specification for color range

Full Lifetime Structural Warranty

The Manufacturer offers a lifetime warranty to the original purchase that our engineered flooring products will not delaminate, if our flooring is not exposed to excessive moisture or other environmental conditions such as low relative humidity or extreme temperature changes. Our products are not approved for outdoor use or in areas where environmental controls are not maintained.

Should any warping, cupping, buckling or bonding failure under the stated warranty, it would be at the Manufacturer's discretion to repair, replace, or refinish the floor or to issue a refund of the purchase price.

Please note that minor separations (gaps) between boards at different times during the year through on and off of heating seasons are natural characteristics of real wood products and therefore not under warranty.

25-year Residential Finish Warranty

The Manufacturer warrants to the original purchaser that, when maintained according to its care and maintenance recommendations, floor will not wear through for 25 years. If there is a problem with wear through, it must exceed 10% of the surface area.

When you receive your wood floor products, please thoroughly inspect all flooring products in each carton you ordered before permanent installation. Quality Distributions is not responsible for any labor or damages incurred by delivery delays, wrong product, installation or jobsite conditions.

The installer/owner is the final inspector and assumes the responsibility to determine if the product is correct and acceptable before installation begins. The installer/owner of pre-finished hardwood flooring has final inspection responsibility as to the grade, manufacture and factory finish. They must use reasonable selectivity and hold out or cut off pieces with glaring defects, whatever the cause.

When pre-finished flooring is ordered 5% must be added to the actual footage needed as allowance for cutting, waste and mismanagement. Should an individual piece be doubtful as to grade or color unacceptable, manufacture or factory finish, those defect materials shall not be more than 5% of total. Hardwood floors color variations are a natural occurrence and may be due to exposure to sunlight and may not exactly match the display samples. Inherent variations in grain or color are not considered as manufacturing defects.

Under normal residential condition and with proper maintenance, our finish will not be worn through, peeled or separated from wood for 25 years. Gloss reduction, however, is not considered as wear through and thus not under warranty.

Radiant Heat

Our products are approved and warranted (floating installation or glue down) over radiant heated subfloors provided that the floors are installed in strict accordance with the installation guidelines pertaining to radiant heated subfloors: Solid wood products are not warranted.

The following guidelines must be applied throughout the life of the floor in order to reduce the effects of radiant heat on engineered wood floors. Even when these guidelines are followed it is still possible that your flooring may experience some cracks (checking) on the surface, gapping between boards, or delamination of boards. These symptoms are NOT covered by this warranty. The temperature and humidity levels described below must be maintained otherwise any warranty, express or implied, will be voided.

- To minimize the effect that rapid changes in temperature will have on the moisture content of the wood floor an outside thermostat should be installed. If one is not present, suggest to your customer that this should be considered. Unlike conventional heating systems, which switch on as needed, radiant systems work most effectively and with less trauma to the wood floor if the heating process is gradual, based on small incremental increases in relation to the outside temperature.
- Prior to installation proper moisture testing must be performed in accordance with National Wood Flooring Association guidelines. Moisture content between substrate and wood flooring should not exceed 4% for engineered wood products
- Flooring should be acclimated to living conditions of the unit and in conjunction with the table listed in Appendix B of the National Wood Flooring Association Installation Guidelines
- Radiant heating system must be in operation and running continuously at least 6 days prior to installation.
- For glue down installations turn system off immediately prior to installation and after the flooring is installed, slowly raise the temperature to the preferred comfort level (over at least 5 day time frame) beginning two days after installation or at the onset of colder weather conditions.
- The radiant heat system must be controlled and the surface temperature of the flooring must never be allowed to exceed 82°F. The proper humidity level must be maintained within your home at all times during the year. Use of a humidification system may be required to maintain proper humidity levels to avoid excessive drying of the wood flooring
- Seasonal gapping should be expected
- Surface checking can be expected if the proper humidity level is not properly maintained within 10 percentage points of the recommended relative humidity levels (30% -50% RH) or if the floor's surface temperature exceeds 82°
- For further information refer to Appendix H of the National Wood Flooring Association Installation Guidelines

Warranty Exclusions:

1. Warranties are applied to consumers who have originally installed products inside the house as long as they own it, not transferable. The original invoice required.
2. Improper storage, handling or installation of flooring.
3. Squeaking, popping, or cracking when the flooring has been installed using the staple-down or nail-down installation method. Additionally staple or nail pullout from the substrate is not warranted.
4. Any problems to the wood relating to sub floor moisture emissions, or adhesive bond issues.
5. Improper preparation of, or deficiencies in, the subfloor/floor joist assembly including, but not limited to, subfloor material, fasteners, patching or leveling compounds. These situations are considered to be part of the installation inspection process prior to installing the flooring. Do not install flooring if these situations exist.
6. Insect infestation after shipment from the factory.
7. **Neglect or abuse including**, but not limited to, **not taking proper precautions to protect furniture legs and feet with felt protectors**, dirty or improper casters, moving heavy objects without a dolly and/or protective plywood beneath.
8. **Damage from spiked and/or damaged heels and pet claws.**
9. **Dents or scratches in the flooring.**
10. Falling objects which can dent or fracture the flooring and finish.
11. Moisture infiltration from sidewalls or from any surface other than through the subfloor.
12. Construction traffic abuse to the surface of the flooring.
13. Non-factory applied finish (by the owner or installer) including, but not limited to, refinishing, recoating or cleaning and maintenance products.
14. Maintenance issues including streaking or hazing of the finish due to using any cleaning product. Residue left from adhesives or solvent adhesive removers. We may make or suggest cleaning solutions, however any action or product you use is your responsibility. We do not warranty any cleaning products or suggested solutions.
15. The normal wearing of the finish in high traffic areas, pivot points, and seating areas. Gloss reduction is not considered wear through, and therefore is not covered under the finish warranty.
16. Any damage to the flooring surface due to application of adhesive tape for any reason
17. Natural wood characteristics such as mineral streaks, small knots, grain variations, etc. are not warranted, due to inherent characteristics of exotic wood, fine cracks may develop in the face of the wood. These cracks will not take away from the beauty and performance of your floor and can be minimized by following the relative humidity guide lines of 35%-55% maintained year-round inside your house.
18. Damage due to moisture problems such as broken pipe, leaky faucet, toilet, dishwasher, icemaker, wet mopping, etc. is excluded.
19. Damage arising from accidents, abuse abnormal wear, spike heels, grit, scratches or dents is not covered.
20. Insect infestation, scratches or stains caused by pets after products leaving our factory is not covered.
21. **SUNLIGHT EXPOSURE** - Wood floor color changes after installation result from UV light exposure over time is natural and not covered.
22. Buckling or cupping due to the lack of expansion space left around objects such as walls, stairs, etc. is not under warranty.
23. The warranty does not apply if products installed with non-proper adhesives. Urethane adhesive is required.
24. Wood floors installed on excessive moisture ground without proper moisture barrier treatment is not covered under the warranty. Moisture contents over 4 lbs per 1000 sq. ft. from electronic moisture meters or over 5 lbs. per 1000 sq. ft. from Calcium Chloride, the moisture barrier are required.
25. **GAPS NOT EXCEEDING THE "WIDTH OF A QUARTER"** (equivalence of 4 business cards) are considered by NOFMA & NFWA normal gaps due to seasonal humidity and temperature changes. Gaps larger than the "width of a quarter" require a job site inspection by a company rep or independent inspector.
26. **STILETTO SHOES-** A stiletto heel can concentrate as much as 2,000 lbs/ sq. in. on the floor. Walking on any wood surface with stiletto heels is considered an abusive situation.
27. **CONSEQUENTIAL OR INCIDENTAL DAMAGE** - We exclude and will not pay consequential or incidental damages under this warranty. By this we mean loss, expense, inconvenience or damage other than to the wood floor itself that may result from defects in the product.

28. The foregoing sets forth the Manufacturer's sole obligations and liability under the Warranty. The Warranty is an exclusive remedy and is in lieu of all other express and/or statutory warranties. The Manufacturer disclaims all warranties not expressly set for the above.

How to Proceed If Any Of The Covered Events Occur?

1. If any of the covered events occurs within the warranty periods specified for the respective flooring product, the original manufacturer will recoat, refinish, fill or furnish comparable flooring (of our manufacture and of similar color, pattern, and quality), for either the repair of the defective area or the replacement of the floor, at our option. In the unlikely event that we are unable to correct the problem after a reasonable number of attempts, we will refund the portion of the purchase price for the section of failed flooring. If your floor was professionally installed, original manufacturer will also pay reasonable labor costs for the direct repairs or replacement within the first five years of the warranty period, or the length of the warranty period, whichever is less based on the following schedule.

First two years of warranty period: labor reimbursed at 100% of reasonable and customary charges not to exceed our schedule as listed in Claims Procedures. Three to five years of warranty period: labor reimbursed at 50% of reasonable and customary charges.

These limited warranties do not include the removal or replacement of cabinets, fixtures, retail markups, installation or labor provided by others or supplemental costs, including but not limited to painting, cleaning, plumbing, relocation during the repair process such as hotel, meals, or moving and storage of furniture.

To File a Claim

If you need to file a claim under this Warranty Program, you must first contact your retailer or builder within 3 months of experiencing a problem.

A written notice of claim must be filed within the warranty coverage period. Information verifying date of purchase, identity of the original purchaser, and invoices as proof of purchase will be requested. You must provide a copy of the invoice showing where and when you purchased your flooring. Homeowners who purchased a home with the flooring installed by the builder must show their product/flooring selection request from the builder. The floor must have been purchased from an authorized dealer and entirely paid for. The purchase of Paramount hardwood flooring from an unauthorized dealer or via Internet will automatically void any manufacturer's warranty.

For some exotic wood species like Santos Mahogany, it should be noted that this tropical wood is more sensitive to light and extreme environment conditions. Any of slight surface checks or issues has to be accepted as a natural property of the wood and therefore will not be covered by this warranty.

The Warranty excludes those horizontal curves that may appear on surfaces of smooth products under direct light exposure, caused by uneven installations.