

Stewartfloor™

limited residential warranty

¾" Prefinished Solid Warranty

All factory applied UV cured aluminum oxide surfaces on prefinished floors are warranted by Stewartfloor™ not to wear through or separate from flooring for 35 years from the date of purchase. Flooring must be used under normal residential traffic conditions and care and maintenance instructions, provided by Stewartfloor™, must be followed for warranty to be valid. Warranty provisions extend to the original purchaser only.

In addition, Stewartfloor™ warrants prefinished hardwood flooring against manufacturing defects caused by improper milling, grading, and coating. Damages caused by improper transportation, storage, and installation, are not covered. Stewartfloor™ is liable only for the defective flooring that exceeds 5% of the original hardwood flooring purchase order, and will only repair or replace such defective material, excluding the cost of transportation, storage, and installation.

Warranty Exclusions

The following is not covered under this warranty agreement:

1. Damage due to abuse. Indentations or impact damage caused by furniture, appliances, pet claws, high-heeled shoes, scratches or damage caused by negligence, water, sand, pebbles and everyday wear. Insect infestation and animal urine are not covered. Stewartfloor™ recommends the use of floor protectors under furniture and chair legs.
2. Natural occurring changes in color from exposure to light.
3. Failure to provide proper environmental conditions, including but not limited to exposure to extreme heat, dryness or moisture (including proper humidity levels 35-55%) should be avoided and is not covered under this warranty.
4. Failure to follow manufacturer's installation instructions, including but not limited to failure to use approved adhesives, moisture barriers, surface checking resulting from low relative humidity and/or mildew, discoloration, or cupping resulting from extreme sub-floor moisture.
5. Poor installation workmanship. All Stewartfloor™ flooring must be installed according to procedures detailed in the NWFA Publication "Installing Hardwood Flooring" (most current edition). This is to include job site conditions, proper acclimation of the flooring, and installation guidelines for the flooring itself.
6. Improper care and maintenance.
7. Visible defects in flooring prior to installation. The installer must carefully inspect the flooring before installation for defects and to guarantee the flooring is the correct grade. Flooring with visible defects should not be installed. If it is installed anyway, the warranty becomes void.

Milling Defects

Occasional defects in flooring from mis-milling or handling damage do occur. While as Stewartfloor™ flooring is supplied in a clear grade, similar to NOFMA's guidelines for oak flooring, standard trade practice allows for up to 5% of the square footage to contain wood below grade and/or with milling defects. Order 5% to 7% more material than needed, allowing for waste from crosscutting and fitting pieces on-site, as well as crosscutting out defects.

During installation, occasional knots and defects will be encountered including machining snipes, waness, splits, and areas on the face that will not clean up. Simply crosscut out the defects and use the remaining sections to start or finish a row.

If your installer discovers a reoccurring problem, or determines the waste to be excessive, stop immediately and call the technical department at Stewartfloor™ to review the problem before proceeding. Stewartfloor™ will, at it's option, either send replacement flooring, credit you for that portion of flooring which fails to make grade, or refund the cost of the flooring in full. DO NOT install defective flooring. You will be the final judge of acceptable quality. Flooring that has been installed is deemed to be acceptable and is NOT covered under this warranty.

Stewartfloor™ shall not be responsible for costs associated with installing, finishing, and/or replacing of flooring installed with obvious defects.

Color and Grain Variation

Wood is a natural material. Each piece is unique to itself and each tree is different than the next. The same species can vary, based on the geographic area from which it was harvested. Stewartfloor™ will not be responsible for claims arising from flooring that possesses a greater range of grain/color variation than found in samples supplied by dealers.

A small sample of flooring cannot represent all possible natural characteristics that may occur in a larger flooring installation.

Color Fastness or Photosensitivity

All woods are sensitive to light and/or oxygen, and over time, will change color, developing a unique personality. Domestic species, such as cherry, darken over time. Walnut, on the other hand lightens. In general, water based finishes tend to inhibit the degree of change, while oil based finishes allow a more pronounced change to occur.

Terms and Conditions

The terms of this warranty become valid upon final payment and successful installation of the product. The use of floor care products other than those recommended by Stewartfloor™ may damage flooring and void this warranty.

EXCEPT AS EXPRESSLY SET FORTH ABOVE, Stewartfloor™ MAKES NO WARRANTY, EXPRESS OR IMPLIED, WHETHER RELATING TO MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE OR OTHERWISE, AND Stewartfloor™ DISCLAIMS ALL WARRANTIES NOT EXPRESSLY SET FORTH ABOVE.