



Bellawood 50 Year Residential 5 Year Commercial Warranty

Bellawood makes an exceptionally high quality product and is proud to warrant to the original purchaser of our Prefinished Hardwood Floors against any defects caused during manufacturing. This warranty includes manufacturing defects caused during milling, grading, staining and finish coating.

****Defects or damage caused by improper transportation, storage, installation, or any other cause, are not covered.***

Bellawood Hardwood Floors also warrants to the original purchaser that the surface finish UV coated polyurethane on its *Bellawood* Prefinished Floors will not wear through for a full 50-years from the date of purchase, when used under normal residential traffic conditions and use, and for a full 5 years from the date of purchase, when used under commercial traffic conditions and use, and as long as you follow all the preventative and regular maintenance instructions provided with your *Bellawood* purchase.

****Please note that this warranty does not cover indentations, scratches and naturally occurring wood fiber discoloration. This warranty does not cover damages caused by spills, accidents, negligence, misuse, abuse, water, sand or other extreme environmental conditions.***

Failure to follow all manufacturer's written installation instructions, poor workmanship by installer, improper maintenance, insufficient protection, misuse or improper alterations of the original products, or use of floor care products other than those specifically authorized for use on *Bellawood* Prefinished Floors, may damage your floor and may void this warranty.

To the extent that this limited warranty applies, Bellawood agrees to repair or replace at its sole option, products sold to and still owned by the original purchaser. This is the only remedy available under this limited warranty. *Bellawood* will not be responsible for any incidental or consequential damages resulting from the purchase, use or installation of its pre-finished Hardwood Floor products.

To find out more about Bellawood's Residential and Commercial Warranty, or to obtain assistance with flooring problems prior to installation, please contact the store where the original purchase was made, or call: Customer service at 1-800-366-4204

****Quality variation or error that does not exceed 5% industry standard is not considered a factory defect.***

Maintenance

All hardwood floors require some regular maintenance and attention to keep them looking their best and lasting to their full potential. In order to best protect your *Bellawood* Hardwood Floors, please observe the following:

1. Regularly sweep or vacuum the floor to prevent abrasive dirt and dust from accumulating and scratching the finish.
2. Sand and water are very harmful to your wood floors. Place area rugs inside every entrance of the house. Also, protect your floor from kitchen water and detergents by using rugs in front of the sink, workstations and dishwasher.
3. Use felt pads under all furniture and chair legs, in order to ease their movements and to prevent scratches. Periodically check and replace the felt pads when dirty or worn.



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4. Damaged or worn high heel shoes may expose a metal tip, which is certain to damage the surface finish. Keep high heel shoes in good condition.
5. Never use wax, oil-based detergent or any other household cleaners on the floors. These may dull or damage the finish, leaving a greasy film and making the floor slippery and more difficult to clean.
6. *Bellawood* Floor Cleaner is available from your nearest *Bellawood* Direct Store, or can be purchased online.
7. Protect your floor against direct sunlight or any intense source of artificial lighting. Over time, intense natural and artificial light will discolor hardwood floors.

Hardwood comes from trees and therefore will have natural variations. *Bellawood* Prefinished Hardwood Floors are manufactured with the highest quality standards and in accordance with strict industry standards. These standards permit a defect tolerance not to exceed 5%. The defects may be of a manufacturing or a natural type.

Prior to installation, the owner/installer must meet all requirements specified by the manufacture's instructions and NAWFA the National Wood Flooring Association. In addition, the owner/installer has the *pre-installation* responsibility to notify *Bellawood* of any manufacturing issues. In addition, to make the final inspection and correct Jobsite conditions, i.e. moisture testing, approved sub-surfaces, floor grades and finishes of any *Bellawood* Prefinished Hardwood Flooring.

Once a board has been nailed, it is deemed accepted by the owner/installer and he/she expressly waives any claims pertaining to the grade, manufacture or finish of the products. Knowing that hardwood floors have natural variations, and that industry standards allow for 5% defect, the installer/owner is responsible for relocating these in hidden places, cutting out or not installing pieces with unacceptable defects i.e. holes, splits, cracks, chips or whatever the cause. The use of stain, touch-up pen or filler stick for correction during installation is accepted as normal procedure. When *Bellawood* Prefinished Hardwood Floor is ordered, not less than 5% must be added to the actual square footage needed as allowance for cutting waste. (8-10% for the Exotics) Should an individual piece be in question as to grade, manufacture or finish, and the installer is not able to relocate or cut off its glaring defect, the installer should not use that piece. If he/she does, *Bellawood's liability is limited to replacement of defective material only in excess of 5% (excluding the cutting allowance)*.

Bellawood denies any responsibility for installer judgment errors and/or for poor installation quality of its product. *Bellawood* will not pay any installation or labor costs.