

PRE-INSTALLATION WARRANTY

Baker's Creek Premium Wood Flooring is manufactured to meet our high standards of quality in manufacturing and grading. Wood floors are a product of nature and will never be perfect. Naturally occurring color variations are to be expected, as well as small knots, mineral streaks, and differing grains. These are not defects, but rather the prized characteristics of a hardwood floor. We manufacture our product to be within the industry accepted standards which allow up to five percent (5%) imperfections as normal and acceptable.

You and your installer are responsible for the final inspection and approval of your floor. Reasonable care should be taken to approve the color, quality of finish, and milling of all flooring and moldings BEFORE they are permanently installed. The installer should work out of 3 or 4 cartons at a time to ensure a blend of color and graining.

Reasonable care should be taken during the installation process and any and all boards or molding found with an obvious defect should be set aside, or the defective area cut out. Any pieces found to be in doubt by the owner/installer should not be used.

If our product fails to meet the accepted industry standard for prefinished flooring upon inspection BEFORE installation, you may return the material to your retailer for replacement material of the same square footage and product. The product must be unused and in the same condition as when originally purchased.

LIMITED LIFETIME STRUCTURAL WARRANTY

The Baker's Creek manufacturing process ensures that our floors will remain structurally and dimensionally stable for as long as you own the home where our product is installed. All warranties are to the original purchaser and are subject to the limitations and exclusions set forth herein:

We warrant your floor will:

- Be free from delamination and structural failure including twisting and warping
- Will meet or exceed standard grading for engineered prefinished floors

Some geographical areas experience extreme climate and humidity conditions. It is natural due to the inherent properties of wood, for some minor expansion and contraction to occur, which may result in some visual changes. These occurrences should self-correct with seasonal climate changes, and are not covered under this warranty. It is important to maintain constant relative humidity between 35% and 65% and to control radiant heat within our prescribed guidelines for maximum surface temperature of 75 degrees Fahrenheit.

In the unlikely event that your floor should fail with the respect to the above provisions of this warranty, Baker's Creek Premium Wood Flooring, at its discretion, will repair, refinish, or replace, a portion or all of the defective area, with the same or equivalent product, at no cost to the original purchaser.

25 YEAR LIMITED RESIDENTIAL FINISH WARRANTY

Baker's Creek Premium Wood Flooring warrants under normal residential use, and in adherence to our floor care guidelines and proper maintenance, that your finish will not wear through to bare wood for 25 years.

In the unlikely event your floor wears through its original finish, we will, at our option, repair or refinish the floor at no cost to the original purchaser of the floor. Gloss reduction is not covered under this warranty, and is not considered a manufacturing defect.

Sanding, abrading, recoating or improper maintenance procedures will void this finish warranty.

Wet mopping will void the finish warranty.

3 YEAR LIMITED COMMERCIAL FINISH

Baker's Creek 3 Year Limited Commercial Finish warranty following the date of purchase, under light to medium commercial use. Baker's Creek warrants the product will not fade under artificial light or sunlight, stain or show wear through the image layer. Light to Medium commercial is defined as environments:

- Do not have heavy commercial traffic
- Where the flooring is not exposed to a heavy commercial maintenance schedule
- Where the interior temperature and humidity can be controlled and maintained

* If there is any question as to whether the site is determined to be light commercial contact your local Baker's Creek sales rep

WARRANTY EXCLUSIONS

- Natural characteristics and color variations of real wood, including but not limited to knots, mineral streaks, pinholes, and graining
- Indentations, abrasions, scratches, gouges, or damage caused by ordinary wear and tear, negligence, fire, water, excessive heat, excessive moisture, pebbles, sand, and other abrasives, pets, spiked heeled shoes, insufficient protection from furniture and appliances, insect infestations, plumbing leaks, or natural disasters
- Damage caused by moisture migration through the subfloor to the wood flooring
- Changes in coloration due to exposure to sunlight or UV light, and the normal aging process of wood flooring, which varies from species to species, particularly Cherry and Mesquite
- Color and shade variations between samples and color photography, or replacement floor and original material
- Improper or insufficient maintenance procedures
- Failure to maintain constant relative humidity levels between 35% and 55%, and room temperatures between 55 degrees and 85 degrees Fahrenheit
- Noises (squeaks, pops, etc.) caused by anything other than the mis-milling of the flooring
- Damage caused by misuse, abuse, accidents, or negligence
- Installation or construction related damage

WARRANTY DISCLAIMERS

All warranties are to the original purchaser of the flooring. Our warranties are not transferable.

We assume no responsibility for any loss, damage, or expenses incurred by the purchaser, and will not be liable for any consequential or special damages under our warranty.

The adjudication of any valid warranty claims will be to refinish, replace, repair, or refund the value of the flooring found to be defective.

If the finish, color, grading, or manufacturing of a board is found to be unacceptable, the owner/installer should not use the piece. If it is installed, liability will be limited to replacing the defective material in excess of five percent (5%) only. Labor will not be paid on defective material installed. Failure to comply with installation instructions, improper subfloors, or an improper environment for the installation of hardwood flooring will void the warranty.

Baker's Creek Premium Wood Flooring makes no other warranties, written or implied, other than those in these warranties. These warranties apply to standard grade material only.

Claims must be filed through your Baker's Creek Premium Wood Flooring dealer. Please retain for your records, a product code and product carton label, and original receipt. Your specific legal rights may vary from state to state.