

# Limited Residential Warranties

**VERDE FLOORS** warrants the wood flooring products listed below when properly handled, maintained and installed in accordance with the **VERDE FLOORS** installation instructions as well as the care and maintenance guidelines, subject to the exclusions and limitations listed as follows: These warranties cover the installation of flooring installed in residential construction and used for residential purposes **ONLY**.

These warranties cover the following products only:

***Impressions, Verde Bellissimo, Verde Grande and Verde Maximus***

#### **LIMITED PRE-INSTALLATION DEFECT WARRANTY\***

Should any product have visual or structural defects, PRIOR to installation, **VERDE FLOORS** will replace the defective product at no cost, no questions asked, as long as the product has NOT been installed. It is the installer's responsibility to inspect the flooring PRIOR to installation to insure that the planks are free from manufacturing defects. **VERDE FLOORS** will NOT be responsible for any labor incurred for installing planks deemed defective at time of installation.

#### **LIMITED LIFETIME STRUCTURAL WARRANTY**

Should your floor ever buckle, warp, twist or the plies separate due to glue bond failure, **VERDE FLOORS** will replace or repair (our option) the defective planks at no cost to you for as long as you own your home. NOTE: This warranty is not intended to cover damage caused by water, moisture or excessive dryness as described in the exclusions on back.

#### **LIMITED 25-YEAR FINISH WEAR THROUGH WARRANTY**

***Verde Bellissimo, Verde Grande and Verde Maximus ONLY***

Our finish is warranted for a period of 25 years from the date of purchase against wear-through of the aluminum oxide top coat, under normal residential conditions, provided **VERDE FLOORS** maintenance guidelines are followed.

#### **LIMITED 10-YEAR FINISH WEAR THROUGH WARRANTY**

***Impressions ONLY***

Our finish is warranted for a period of 10 years from the date of purchase against wear-through of the aluminum oxide top coat, under normal residential conditions, provided **VERDE FLOORS** maintenance guidelines are followed.

WOOD FLOORS ARE AN ALL NATURAL PRODUCT WHICH CONTAINS SOME VARIABILITY IN COLOR AND DIMENSIONAL STABILITY. ALL WOOD CHANGES COLOR OVER TIME. CERTAIN SPECIES OF WOOD (I.E., MERBAU, JATOBA, ETC.) CAN BEGIN TO CHANGE COLOR ALMOST IMMEDIATELY. **VERDE FLOORS** HAS GONE TO GREAT LENGTHS TO PROVIDE A QUALITY PRODUCT OF LASTING VALUE AND BEAUTY. OUR WARRANTIES ARE BASED UPON COMMON SENSE PRINCIPLES OF USE AND CARE OF WOOD PRODUCT.

IF ANY **VERDE FLOORS** FLOORING PRODUCT SHOULD FAIL TO MEET THE TERMS OF THE WARRANTY. **VERDE FLOORS** WILL, AT THEIR OPTION, EITHER: REPAIR, REFINISH OR REPLACE THE DEFECTIVE FLOORING. THIS DOES NOT INCLUDE REMOVAL OF OR REPLACEMENT OF CABINETS, APPLIANCES AND OTHER FIXTURES.

**VERDE FLOORS'** LIABILITY FOR ANY CLAIM SHALL BE LIMITED TO THE ORIGINAL COST OF THE DEFECTIVE FLOORING, PLUS REASONABLE COST FOR REMOVAL OF EXISTING FLOORING. THESE WARRANTIES APPLY ONLY TO THE ORIGINAL PURCHASER AND TO FLOORING IN ITS ORIGINAL INSTALLATION, AND IS NOT TRANSFERABLE. NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE MADE AND UNDER NO CIRCUMSTANCES SHALL **VERDE FLOORS** BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE OR INABILITY TO USE, THIS PRODUCT. IN ADDITION, ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARE NOT COVERED.

(See BACK for further information)



THESE WARRANTIES DO NOT APPLY TO DAMAGE OR PROBLEMS CAUSED BY:

1. IMPROPER STORAGE, HANDLING OR INSTALLATION OF FLOORING;
2. MAN-MADE OR NATURAL DISASTERS INCLUDING, BUT NOT LIMITED TO, LEAKING OR BROKEN PLUMBING, FIRE, FLOOD, EARTHQUAKE, HURRICANE, TORNADO OR STANDING WATER DURING OR AFTER CONSTRUCTION;
3. IMPROPER PREPARATION OF, OR DEFICIENCIES IN, THE SUBFLOOR/FLOOR JOIST ASSEMBLY INCLUDING, BUT NOT LIMITED TO, EXCESSIVE FLOOR DEFLECTION, UNEVEN OR IRREGULAR SUBFLOOR SURFACE (PARTICULARLY AT JOINTS) OR VOIDS IN THE SUBFLOOR;
4. NORMAL COLOR VARIATIONS AND NATURAL CHARACTERISTICS OF REAL WOOD PRODUCTS;
5. THE SUN AND IT'S UV RAYS WHICH CAUSES THE AGING OF WOOD AND THEREFORE CAN CAUSE THE STAIN AND/OR WOOD TO FADE AND/OR CHANGE COLOR. NOTE THAT CERTAIN SPECIES OF WOOD (i.e., Merbau, Jatoba and others) CAN BEGIN TO CHANGE COLOR ALMOST IMMEDIATELY;
6. SURFACE CRACKING IN ARID CLIMATES, IN HOMES WITHOUT PROPERLY MAINTAINED HUMIDITY LEVELS (40% to 60% RH) AND AFTER FLOORING HAS BEEN EXPOSED TO EXCESSIVE MOISTURE (i.e., LEAKING PIPE, FLOOD, ETC.). NOTE: BE AWARE THAT CERTAIN SPECIES (i.e., AUSTRALIAN CYPRESS, JATOBA, ETC.) ARE MORE SUSCEPTIBLE TO SURFACE CRACKING THAN OTHERS AND THAT THIS IS NOT A MANUFACATURING DEFECT BUT A CHARACTERISTIC OF THE WOOD.
7. DEFECTS OR FAILURES OF OTHER MANUFACTURES' PRODUCTS AT THE SUBFLOOR ASSEMBLY INCLUDING, BUT NOT LIMITED TO, SUBFLOOR MATERIAL, FASTENERS, PATCHING COMPOUND, ADHESIVES, AND OTHER FLOOR COVERINGS;
8. CONSTRUCTION TRAFFIC ABUSE TO THE SURFACE OF THE FLOORING;
9. INSECT INFESTATIONS AFTER SHIPMENT FROM OUR FACTORY;
10. USE OF NON-RECOMMENDED MAINTENANCE AND FLOOR-CARE PRODUCTS INCLUDING, BUT NOT LIMITED TO, OIL SOAPS, LIQUID OR PASTE WAX PRODUCTS, OTHER HOUSEHOLD CLEANERS THAT CONTAIN LEMON OR TUNG OILS AND DAMP MOPPING WITH WATER;
11. ALTERATIONS TO FINISH INCLUDING, BUT NOT LIMITED TO, REFINISHING OR RECOATING;
12. USE OF NON-RECOMMENDED NAILERS, STAPLERS OR ADHESIVES;
13. INSTALLATION OVER RADIANT HEATING SYSTEMS WHICH EXCEED 85° F;
14. NEGLIGENCE OR ABUSE INCLUDING, BUT NOT LIMITED TO, NOT TAKING PROPER PRECAUTIONS TO PROTECT FURNITURE LEGS AND FEE'T WITH PROTECTIVE PADS TO REDUCE SCRATCHES AND DENTS, NOT USING DOLLIES AND PROTECTIVE PLYWOOD WHEN MOVING HEAVY OBJECTS, FURNITURE OR APPLIANCES AND HAVING DIRTY OR IMPROPERLY OPERATING CASTERS;
15. SPIKED AND/OR DAMAGED HEELS, PET CLAWS AND SCRATCHES;
16. FALLING OR DROPPED OBJECTS WHICH CAN DENT OR FRACTURE THE FLOORING AND FINISH;
17. DENTS OR SCRATCHES IN THE FLOORING CAUSED BY FURNITURE, APPLIANCES, CASTERS OR NORMAL FOOT TRAFFIC;
18. THE NORMAL WEARING OF THE FINISH IN HIGH TRAFFIC AREAS, PIVOT POINTS AND SEATING AREAS.

SEE THE CARE AND MAINTENANCE SHEET FOR INFORMATION TO HELP PREVENT THESE AND OTHER PROBLEMS.

\*RESPONSIBILITY FOR FINAL INSPECTION AND APPROVAL FALLS TO THE CUSTOMER AND INSTALLER PRIOR TO PERMANENT INSTALLATION. PRIOR TO INSTALLATION, DRY-LAY THE FLOOR, BLENDING THE PLANKS FROM SEVERAL CARTONS TO DETERMINE OPTIMUM APPEARANCE AND TO DETECT FLAWS. VERDE FLOORS IS NOT RESPONSIBLE FOR LABOR COSTS ASSOCIATED WITH REPAIRING OR REPLACING VISUALLY DEFECTIVE PLANKS AFTER THE FLOOR IS INSTALLED.

VERDE FLOORS LIABILITY SHALL EXPRESSLY EXCLUDE ANY OTHER LIABILITY TO THE PURCHASER OR ANY OTHER PERSON FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

THIS WARRANTY DOES NOT APPLY TO ANY PRODUCT DESIGNATED AS OFF-GOODS, INCLUDING, BUT NOT LIMITED TO CABIN GRADE, SHOP GRADE, SPECIALS OR OTHER NON-STANDARD ITEMS. SUCH PRODUCT OR PRODUCTS SO DESIGNATED ARE SOLD "AS IS."

WARRANTY PROCESS

During the warranty period, should you have any problems with your VERDE FLOORS floor, please contact the floor covering dealer who sold the product or the builder who installed it, within 30 days from the date the problem occurs. If they are unable to satisfy the claim, fax or email written notification within 30 days to VERDE FLOORS at:

VERDE FLOORS

Attn: Customer Service - Claims  
Peachtree City, GA 30269

Phone: 678.688.4343 • Fax: 678.303.9386

SPECIAL NOTICE: A VERDE FLOORS REPRESENTATIVE MUST BE GIVEN 30 DAYS FOLLOWING RECEIPT OF THE WRITTEN NOTIFICATION TO INSPECT THE FLOOR PRIOR TO ANY REPAIRS. SAMPLES OF THE FLOORING ALONG WITH THE ORIGINAL INVOICE FOR THE FLOORING AND ADHESIVE (IF APPLICABLE), MAY BE REQUIRED FOR SETTLEMENT. THIS INFORMATION IS NEEDED TO ESTABLISH; 1.) THE DEFECT, 2.) ITS CAUSE, 3.) THE MANUFACTURER, AND 4.) WHETHER THE PROBLEM OCCURRED WITHIN THE WARRANTY PERIOD.