UrbanWood WARRANTY INFORMATION - Commercial

Lifetime Structural Warranty

Throughout the entire manufacturing process, every piece of ***UrbanWood*** flooring is inspected under the strictest quality control standards. ***CRAFT Living Inc.*** warrants UrbanWood Floors to the original purchaser in the original manufactured/purchased condition, to be free from milling defects and delamination for the lifetime of the floor. Any damage due to improper transportation, storage, handling, installation, job site conditions or any other cause, is not covered by this warranty. As per industry standards, ***CRAFT Living Inc.*** reserves the right for a 5% defect allowance, which is not covered under this warranty. During preparation and installation of the floor all installations must adhere to the instructions and information found in the UrbanWood Installation Instructions document. Installations over Radiant Floor Heating systems also require the purchaser to complete the UrbanWood Radiant Floor Heating Systems Installations Homeowner Responsibility Form prior to installation and submit it to **hello@craftliving**.com to validate the warranty.

10 year Commercial Wear Warranty

CRAFT Living Inc. warrants to the original purchaser that, under normal commercial applications and conditions, the finish wear layer of Urbanwood flooring will not wear through or peel from the wood for a period of ten (10) years from the date of purchase by the original purchaser. Regular maintenance outlined in the UrbanWood Care and Maintenance document must be followed in order to validate this warranty. The sole remedy pursuant to this warranty is available to the original purchaser only and shall be limited to the repair, refinishing or replacement of the defective material. If the product cannot be repaired, refinished or replaced after a reasonable number of attempts, ***CRAFT Living Inc.*** will, upon request, refund the original purchase price of the defective floor on a pro rate basis. Any attempt to repair, refinish or replace the defective product prior to inspection by ***CRAFT Living Inc***. or its appointed agent will invalidate this warranty.

60 year Residential Wear Warranty with Commercial Finish

CRAFT Living Inc. warrants to the original purchaser that, under normal commercial applications and conditions, the finish wear layer of Urbanwood flooring will not wear through or peel from the wood for a period of ten (60) years from the date of purchase by the original purchaser. Regular maintenance outlined in the UrbanWood Care and Maintenance document must be followed in order to validate this warranty. The sole remedy pursuant to this warranty is available to the original purchaser only and shall be limited to the repair, refinishing or replacement of the defective material. If the product cannot be repaired, refinished or replaced after a reasonable number of attempts, ***CRAFT Living Inc.*** will, upon request, refund the original purchase price of the defective floor on a pro rate basis. Any attempt to repair, refinish or replace the defective product prior to inspection by ***CRAFT Living Inc***. or its appointed agent will invalidate this warranty.

Warranty Exclusions

CRAFT Living Inc. warranties do not cover any noticeable markings, scratches, dents, splits, cracks, grain raising, checking, edge fracturing, splintering or chipping that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, or exposure to excessive moisture or improper environmental conditions caused by improper handling, installation, water damage, flooding, fire, furniture, shoes of all types, pets, or insects.

Furthermore, ***CRAFT Living Inc.*** will not warrant any product that becomes faulty due to improper installation, neglect, environmental extremes, or improper storage of product.

Please read and adhere to all instructions and information found in the UrbanWood Installation Instructions document prior to preparation and installation of the floor.

Additionally, the subfloor is the responsibility of the installer. Failure of UrbanWood flooring relating to the subfloor, in any manner, is not the responsibility of ***CRAFT Living Inc.*** and is not covered under the warranty.

The finish wear surface must be easily noticeable and cover at least 25% of the total floor area for a claim to be considered. Any variation or reduction in gloss level will not be considered under this warranty.

Small cracks or delamination that develop from improper moisture control, flooding or excessive drying will not be covered under this warranty.

All wood floors will expand and contract with the change of seasons. This warranty does not cover natural expansion and contraction resulting in separation between boards or damage that includes cupping and crowning, caused by low or excessive humidity and/or temperature either during or after the acclimatization and installation process.

This warranty does not cover wood flooring installed in full bathrooms with a shower or tub.

It is recommended that you maintain a relative humidity of 30–50% in your home by using a humidifier and/or dehumidifier to minimize movement of your hardwood floor.

Colour variations are a natural occurrence in flooring due to age, species and exposure to ultraviolet sunlight. For this reason, color variations may be encountered, and this is considered normal.

Also, normal sunlight may cause fading or darkening. This discolouration is a natural occurrence of all wood floors and is not covered under the warranty.

Naturally-occurring imperfections and variations in color, grain and appearance are inherent to the nature of the product and are not considered defects.

The normal wearing of the finish in high traffic areas, pivot points and seating areas is not covered under this warranty, nor are noises including, but not limited to, squeaks, popping, etc.

Visible defects should be evaluated by their visibility from a standing position in normal lighting. A product deformity that is not measurable or that is visible only under certain lighting conditions or from a specific angle is not covered under this warranty.

CRAFT Living Inc. may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the defective portion of the floor.

Under no circumstances will the value of a warranty claim exceed the original purchase price of the product.

IT IS THE RESPONSIBILITY OF THE CUSTOMER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION. FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT.

CRAFT Living Inc. accepts no responsibility for labor or out-of-pocket costs incurred to remove or install products.

What *CRAFT Living Inc.* Will Do in the Event of a Warranty Claim

CRAFT Living Inc.will, at its option, either repair and/or replace the Flooring which is defective or crediyou for the portion of the purchase price attributable to the Flooring which is defective. You are responsible to pay for all other costs related to the defective Flooring (e.g., labor to remove Flooring, labor to install replacement Flooring, additional materials required to install replacement Flooring, removal of any household fixtures or furniture required to repair or replace the Flooring, hotel stays required due to repair or replacement, etc). Due to the nature of the product, replacement Flooring is not guaranteed to match the original Flooring in terms of color, tone, pattern or other natural characteristics of wood. These remedies are your sole and exclusive remedies under this warranty.