

## LEVOR FLOORING COLLECTION WARRANTY

All Warranties in this limited warranty apply only to the original retail purchaser of the product. The warranty is not transferrable. You must retain the original sales receipt and submit a copy for any warranty claims. All material is guaranteed to be as specified. All work to manufacture the product conforms to standard practices, and all Levor Wood products are manufactured to the highest quality standards and warranted free of manufacturing defects in milling and assembly. Levor Wood will, at our discretion, repair and/or replace any Flooring products that have experienced release from the subfloor due to glue bond failure, one time only (see exclusions and limitations below). Repair or replacement is limited to the Flooring collection only. If the Flooring product is not installed using a standard engineered wood flooring adhesive, release from the subfloor due to glue bond failure is not covered by the warranty. All other warranties still apply. Levor Wood reserves the right to verify any claims or defects by inspection and by removal of samples for analysis.

### WARRANTY EXCLUSIONS AND LIMITATIONS

None of Levor Wood's retailers, distributors, sales representatives, or employees have the authority to alter the obligations, limitations, disclaimers, or exclusions under any of our warranties.

It is the responsibility of the installer to handle all issues pertaining to installation. It is the responsibility of the installer and/or subcontractor to inspect the products prior to installation. If any product is discovered to have obvious defects before installation, contact Levor Wood immediately to arrange for repair or replacement products. Levor Wood accepts no responsibility for cost of products or labor when products with visible defects have been installed.

Hardwood is a natural product and will expand and contract throughout the year, potentially causing changes in the joinery of the products. These changes in the joinery are not considered defects. To minimize such changes, it is vital that reasonable humidity conditions of 35%-60% are maintained consistently. It is also important to allow time for proper acclimation of the product to the local conditions. No warranty coverage is provided for product that experiences glue bond failure, cupping, buckling, gapping, or cracking due to inadequate, excessive, or fluctuating humidity levels.

Natural wood characteristics such as mineral streaks, small knots, grain and color variations, sap pockets, flecking, or other variations can occur. As these are not defects but natural variations, Levor Wood does not warrant against them.

Color variations occur naturally in wood, and contribute to its natural beauty and character. The warranty does not cover changes to any products that result from UV light and/or the natural aging process of the wood.

Damage caused by natural or man-made disasters including, but not limited to, leaking or broken plumbing, standing water, fire, excessive rainfall, hurricanes, tornadoes, flooding, or other disasters is not covered by the terms of this warranty. Damage due to negligence, accidents, misuse, abuse, or damage caused by appliances, furniture, and casters is not covered under the warranty.

No warranties are made against crazing, scratching, or wear due to improper installation, including, but not limited to improper alteration of the surface with sealers or grout, falling objects, abuse, misuse, exposure to extreme temperature, using improper chemicals or compounds, non-foot traffic wear or other similar incidents. Reduction in gloss, scratches or indentations due to sand, pebbles or other abrasives, pets, insects, construction traffic, or other incidental causes is not covered under the warranty.

In-floor radiant heating systems can significantly alter product performance. Installation is allowed over radiant-heated subfloors, provided the subfloor is structurally sound and the heat is regulated not to exceed 80 °F (27 °C).

Levor products installed in full bathrooms with a tub and/or shower are not covered under the warranty.

Levor is not responsible for the color, shade, or texture variations between sample, printed color photography, advertisements, or replacement pieces and the actual material.

Noises (squeaks) associated with anything other than the mis-manufacture of Flooring Collection products is not covered under the warranty. Deficiencies related to subfloor/joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection, voids in the subfloor, or excessive moisture in the subfloor are not covered under the warranty

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## **LEVOR WOOD FLOORING COLLECTION TERMS & CONDITIONS**

### **DELIVERY**

Immediately upon delivery, review the shipment for agreement with materials ordered, including quantity, quality, color, and presence of any shipping damage. Contact your sales representative immediately if any problems exist. Any damage that is apparent upon delivery must be noted on the freight carrier delivery receipt. All other claims must be submitted in writing to Levor Wood within 7 days of receipt of material. You may be asked to provide photos illustrating the damage.

### **QUANTITIES**

All quantities received must be checked by an installer or contractor. Levor Wood will not be held responsible for discrepancies in quantities after delivery. Although Levor Wood may assist in calculating or specifying quantities of materials on an order/invoice, all quantities must be verified by a contractor or installer. Any additions or changes to the order may delay the order. When ordering, as is standard practice, 5-7% extra amount of product should be added to the total square footage to be installed, as a cutting and grading allowance.

### **INSTALLER/OWNER RESPONSIBILITY**

The Flooring Collection is a natural wood product and therefore some variation in color, texture, and finish is expected. These are not considered flaws. Levor Wood's products are manufactured in accordance with accepted industry standards, which permit a defect tolerance not to exceed 5%. The defects may be of a manufacturing or natural type.

The installer assumes all responsibility for final inspection of product quality. This inspection of all products should be done before installation. Levor Wood does not accept responsibility or liability for installation, sealing, or refinishing of any product. Carefully examine product for color, finish and quality before installing it. Unless otherwise noted, the product should be installed according to industry standards. Always use an experienced installation professional.

Prior to installation, the installer/owner has final inspection responsibility as to grade, manufacture, and factory finish. The installer must use reasonable selectivity and remove, or cut off pieces with defects, whatever the cause. Materials should be installed by mixing pieces from all crates or boxes to ensure optimal blending of shade and color variation. No adjustment can be made once the material has been installed. Should an individual piece be doubtful as to grade, manufacture or factory finish, the installer should not use the piece. Use of stain, filler or putty stick for defect correction during installation should be expected and is considered a normal procedure.

### **PAYMENT TERMS & CREDIT EXTENSION**

Depending on customer and/or product lead time, up to 100%, and no less than 50% is due upon placement of order. The balance of the order is due before shipping. The quoted price will be inclusive of shipping. All shipping is fully insured and tracked. Levor Wood will endeavor to provide the best possible shipping rate and shortest transit times. Expedited shipping may be available for additional cost. All items are insured for the entire purchase amount and a signature is required for delivery.

### **RETURNS & CANCELLATIONS**

No returns will be accepted, as the Flooring Collection is a made-to-order line of products. Once the order has been placed, it cannot be cancelled. All deposits are non-refundable.

Lead time is approximately ten weeks and is provided as an estimate. Levor Wood will make every effort to deliver the product in the shortest time possible, but will not be held responsible for orders that take longer than the ten week lead time. Levor Wood recommends that installation not be scheduled until the product is received. Levor Wood will not accept project leftovers for return. Items that incur damage and/or warping due to improper storage conditions on the buyer's premises are not returnable and are not covered by warranty. Production lead time starts only after client approval and initial payment is received and cleared.

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