



## Limited Warranty

### Finish Warranty

Amazon Wood Floor Warrants to the original purchaser, that its factory applied surface finish will not wear through or separate from the floor within the time specified in the Warranty chart below. Exclusions and Limitations do apply.

See below for details.

Collections/Series:	Residential Finish Warranty:	Commercial Finish Warranty:	Structural Warranty:
Green Diamond Collection	75 Years	15 Years	Lifetime Structural
Chaco Series	25 Years	7 Years	Lifetime Structural
Modani Series	25 Years	7 Years	Lifetime Structural
Vila Do Conde	25 Years	7 Years	Lifetime Structural
Stile Series	25 Years	7 Years	Lifetime Structural
Rome Series	25 Years	7 Years	Lifetime Structural
Betula Series	25 Years	7 Years	Lifetime Structural

### Material Warranty

Amazon Wood Floor Warrants that the material is free from manufacturing defects which are improper milling or improper drying. Natural wood characteristics including, but not limited to, mineral streaks, knots, grain variations and normal minor differences between color samples and color of installed floor are normal characteristics of the wood and it is not considered defect.

### Structural Warranty

Amazon Wood Floor Warrants to the original purchaser, that its Engineered Wood Floors factory finished wood flooring will not delaminate (separation between plies) in normal environmental conditions, when used in residential or commercial applications, for a lifetime.

### Exclusions and Limitations

No warranty coverage is provided for flooring with visual or obvious defects of any kind, after the materials are installed. If you are installing the floor you are accepting width, lengths, thickness, texture, color, shade and dye-lot of the product and no claims will be accepted after the floor is installed for the above reasons. Visual defects or obvious defects must be immediately reported to Amazon Wood Floors distributor for replacement of the defective material. All warranties will be avoided after your floor has been sanded down to bare wood. All warranties will be avoided if Amazon Wood Floor's products gets installed over radiant heat (unless specified and approved in the installation instructions).

These warranties do not cover damages or defects of any kind caused by accident, negligence or misuse of the product including, but not limited to, indentations, scratches, grit, sand, spike heels, fire, flooding, standing water, pets, furniture or appliances. Stains or defects caused by accidental liquid dropping, use of wax or oil soaps for cleaning is also not covered by these warranties.

These warranties do not cover damages or defects caused by excessive moisture including, but not limited to, flooring, excessive ground moisture, improper humidity inside the home, water leaks caused by accident, broken pipes or appliances, failure to evaluate the jobsite before installation.

These warranties exclude and will not pay consequential or incidental damages associated with any warranty claim. Amazon Wood Floors will not pay cost associated with relocation during the repair process such as hotel, meals, or moving and storage of furniture. This limitation does not apply to claims for personal injury. Some states do not allow limits on warranties, or on remedies for breach in certain transactions. In such states, the limits in this paragraph may not apply to you.

It is critical that all installations are done in compliance with the procedures outlined in the Amazon Wood Floors Installation Instructions, which can be found online at [www.amazonwoodfloors.com](http://www.amazonwoodfloors.com). No damage or defects caused by improper installation or failure to provide a suitable installation environment are covered by this warranty. Failure to install your flooring in accordance with the instructions will void all warranties.

The sole obligation and liability of Amazon Wood Floors under our limited warranties is to repair, replace, or refinish the floor, at Amazon's option. Only Amazon Floors that were professionally installed by a fully licensed contractor (accordance to state) will be eligible for labor cost reimbursement. If you installed the floor yourself, we will cover the cost of replacement materials only. (Any and all labor costs must be pre-approved by Amazon Wood Floors.)

### Maintenance

Sweep or vacuum (with soft bristle brushes) or use an untreated dust mop on your floor regularly to remove dust and dirt. Wipe up any spills or spots immediately using a slightly damp cloth or paper towel. Use Amazon Wood Floors approved cleaning products such as Bona Cleaning Products daily. Old style cleaning methods such as cleaning with a cloth that is soaked in water will cause the Floor to crack, warp, bend, shrink dramatically, buckle and cause all sorts of issues and all warranties will be voided.

### Color Change

Color Change might happen from exposure to UV light, normal exposure to sunlight will cause changes in the shade or color of any flooring and is not considered defect. Certain species including, but not limited to, Brazilian Cherry, Tigerwood and Patagonian Rosewood are especially susceptible to color change. Amazon Wood Floors recommends to occasionally remove area rugs as they block sunlight and may give the appearance of discoloration under the rug.

### What to expect

- For all wider planks (7"+) seasonal gaps may be accepted and isn't considered a defect.
- For all harder species such as and limited to, Cumaru, Acacia, Jatoba, etc... may have potential cracks on the ends before and after installation and can be filled with wood putty and isn't considered a defect.

### Temperature & Humidity

After your Floor is installed it is critical to keep the temperature of the Wood Floors to the temperature that you are comfortable with. Temperature should be kept between 60 - 80 degrees F. and the relative humidity should be between 35% - 55% at all times. Failure to do so Flooring may crack, warp, bend, shrink dramatically, buckle and cause all sorts of issues and all warranties will be voided.

THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF AMAZON WOOD FLOORS WARRANTY, NO DISTRIBUTOR, AGENT, INSTALLER OR DEALER IS AUTHORIZED TO CHANGE THE TERMS OR COVERAGE OF THIS WARRANTY. CERTAIN EXCLUSIONS AND LIMITATIONS STATED IN THIS WARRANTY ARE NOT EFFECTIVE OR ALLOWED IN SOME STATES, SO SOME EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

### Handling of Claims under this Warranty

If you need to file a claim you must contact Amazon Wood Flooring retailer or distributor or where the original purchase was made. If for some reason, your retailer or distributor is unable to satisfy your claim, you may contact us at Amazon Wood Floors Claim Department at 8828 Lankershim Blvd., Sun Valley CA 91352 or contact us online at [info@amazonwoodfloors.com](mailto:info@amazonwoodfloors.com). You will be requested to present the original sales invoice and identity of original purchaser to file the claim. An Amazon Wood Floor representative will be designated to inspect the floor and remove samples for technical analysis.