

WARRANTY



35 YEAR WARRANTY ON THE «WEAR-GUARD»

The flooring manufacturer "Seasons Wood Flooring" guarantees the original purchaser that the finish, namely the total thickness of urethane applied to its products manufactured after September 15th 2004, will withstand total wear and flaking of the surface in the course of normal household use for a period of thirty-five (35) years following the date of purchase. The «WEAR-GUARD» finish is also warranted against premature deterioration of shine in high-traffic areas and is designed to resist friction caused by footsteps over many years without showing traces of significant wear, at the condition that no abrasive substances (salt, sand, glass or other) were present on the surface and the floor was maintained regularly according to the manufacturer's instructions. See the section on maintenance and Preservation guidelines.

The «WEAR-GUARD» finish provides additional non-yellowing protection to prevent against discoloration of the finish and wood. Certain products may not contain non-yellowing protection. See dealer for complete details.

LIMITED LIFETIME STRUCTURAL WARRANTY

For as long as the original purchaser owns and resides in the premises where "Seasons Wood Flooring" products are installed, the flooring manufacturer "Seasons Wood Flooring" warrants all grades (except the Rustic grade and substandard boards sold in clearance sales) of prefinished natural, colored or stained boards against any shaping and manufacturing defects, classification errors and faulty finishing, including the application of stains or urethane finish. The warranty does not cover damage caused during shipping, storage or installation, or for any other reason. The warranty applies only to defective products exceeding 5% of the total quantity purchased by the customer (excluding losses resulting from cutting boards during installation). A 5% margin for error is an accepted standard in the industry.

WARNING

The finish applied to boards neither increases the hardness of the wood nor its resistance to blows and compression caused by heavy objects. This is why animal claws, high-heeled shoes or any pointed, sharp or heavy objects, as well as anything falling on the floor, can mar or damage the wood surface and finish.

OBLIGATIONS OF "SEASONS WOOD FLOORING"

Under the terms of the present warranty, the responsibility of "Seasons Wood Flooring" is limited to any of the following options, at the discretion of the company and excluding any other form of compensation :

- I. To supply the material to replace the defective boards;
- II. To supply the material and labor to resurface the flooring in the room where the urethane is completely worn through;
- III. To compensate for damages equivalent to the purchase cost of the defective boards.

In the case of a claim, the claimant shall be liable to the prior payment to "Seasons Wood Flooring" of a franchise equivalent to 1/420 of costs incurred by "Seasons Wood Flooring" to provide the corrective measures stipulated above. The said franchise shall be calculated by multiplying the number of months that have passed from the date of purchase of the product by the claimant to the date of the claim.

EXCLUSIONS

"Seasons Wood Flooring" disclaims all responsibility under the terms of the warranty and will pay no compensation:

- I. For damage other than that listed previously in the «Obligations of "Seasons Wood Flooring"» section, including, without limitation, loss of use of space, moving costs, hotel expenses, loss of time or goods;
- II. When the product is installed in a basement, on a concrete floor or in a room equipped with radiant heating;
- III. If no manufacturing defect has affected the product;
- IV. If the defects affecting the product result from inadequate storage or transportation, poor preparation of the surface to be covered or installation failing to comply with the manufacturer's recommendations;
- V. If the products have been used or installed for purposes other than residential use. It is understood, without limitation, that rooms used for private home day care shall not be considered as being used for residential purposes;
- VI. In the absence of sufficient proof that maintenance instructions recommended by "Seasons Wood Flooring" have been followed;
- VII. When damage has been caused in whole or in part by improper use, abrasive substances (salt, sand, glass or other), fallen and scraping objects, the movement of furniture with or without casters, high-heeled shoes, repeated striking or scratching of objects or any use other than normal residential use;
- VIII. If damage has been caused in whole or in part by a change in the humidity of the wood caused by a flood, excessive heating or lack thereof;
- IX. For repairs carried out without the prior written consent of "Seasons Wood Flooring";
- X. For the replacement of boards that were defective prior to installation;

- XI. For any product discoloration;
- XII. For any alteration to the product other than the premature loss of shine and total wear of the finish;
- XIII. For shipping or transportation costs;
- XIV. In the absence of proof provided by the customer of the date of purchase of the "Seasons Wood Flooring" product.

"Seasons Wood Flooring" wood products are made from natural material. It is normal that 5% of the quantity of wood purchased not be used, as it is normal for the wood to change color when exposed to sunlight. Discoloration may also occur in areas where the flooring is covered by carpets, rugs or any other objects placed in the same location for long periods of time.

APPLICABLE LAWS

The present warranty is governed by the laws of the province of Ontario excepting the rules governing conflict of laws and any other law.

CLAIM PROCEDURES

For the duration of the warranty and prior to any alteration of the flooring, the purchaser must file a complaint, accompanied by a copy of the purchase invoice, with the retailer from whom the flooring was purchased. In the event of failure to reach an agreement with the retailer, please send a copy of the aforementioned documents within the same day specified to:

"Seasons Wood Flooring"
805 Cristini Blvd.
Lachute, Quebec, Canada
J8H 4N6

MAINTENANCE AND PRESERVATION GUIDELINES

Close compliance with these maintenance and preservation guidelines is a determining factor in warranty application.

- Use a vacuum cleaner to remove without delay all abrasive substances (sand, slivers of glass, crystal, cuttings, etc.) that could scratch the finish. Frequent vacuuming is recommended to eliminate abrasive dust accumulating on the surface and between the boards.
- **Maintain relative humidity between 37% and 45% and an ambient temperature of 20 degrees Celcius in the home in order to stabilize the internal humidity of the wood.** (See the "Seasons Wood Flooring" Installation & Maintenance guide)

- Clean using specially adapted prefinished flooring maintenance kit. Vaporize a small quantity of cleaner on a clean cloth or the mop and wipe the surface. Note that only small amounts of liquid are required. Wash the mop cover or cloth as required. Cleaning the surface once a month is a minimal maintenance condition.
- Never use wax, household detergents or oil-based soap on the floor. These products may damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards. Mixtures of water and vinegar are not recommended for cleaning flooring, since vinegar has an oxidizing effect on urethane over a long period to time.
- Water is one of the worst enemies of wood. Wipe up spilled water, liquids or detergents before they are absorbed by the wood fibers. The combined effect of water and sand is devastating to flooring. This is why it is important to place floor mats at each doorway and in high traffic areas in the kitchen and in front of the sink, dishwasher and work areas.
- Glue felt pads to the legs of furniture and chairs to avoid scratching the flooring when objects are moved. Periodically examine the pads for wear and replace when needed. Avoid rolling chairs with casters on the finished surface. Roll them on carpets or chair mats only.
- Avoid wearing high-heeled shoes on hardwood floors as they can mar the surface. Heel surfaces are so small that the pressure exerted can easily reach 3,500 pounds per square inch. Damaged heels can mar flooring even more. Avoid walking on flooring in footwear with nail or metal-tipped soles.
- Do not drag furniture or heavy objects across the finished surface. Lift any furniture to be moved.
- Protect wood surfaces from sunlight or any source of bright artificial light. Prolonged or repeated exposure to bright light will change the color of wood, even if surfaces are coated with one of the most yellowing-resistant finishes on the market. Such color changes are a natural phenomenon. Moreover, changes in color to light wood are even more apparent than changes to dark wood.
- Small scratches are easy to cover with the touch-up kit, which may be purchased from the dealer. First clean the damaged area. Then rub the surface with the wax crayon corresponding to the color of the wood. Seal the repaired area with a thin coat of urethane. It is important to seal any unprotected area of wood.

Your "Seasons Wood Flooring" dealer will be pleased to answer any additional questions you may have.

OWNER AND/OR INSTALLER RESPONSIBILITY AND LIABILITY

The customer must foresee an additional 4 to 6% (depending on the site and type of installation) of hardwood boards when ordering material to compensate for losses incurred when boards are cut to fit.

"Seasons Wood Flooring" boards are made of hardwood, a natural material that may present certain imperfections. "Seasons Wood Flooring" products are subject to rigorous standards of quality and comply with those in effect in the flooring industry. "Seasons Wood Flooring" employees carry out quality control checks and do everything that is humanly possible to ensure that boards offered for sale are free from manufacturing defects. Boards are selected methodically and those that do not correspond to the grade under selection are discarded. In the wood flooring industry, any defect rated of 5% and less of the quantity of boards purchased is considered normal. The rated includes both natural flaws and manufacturing defects.

The installer and/or owner must make sure that the work site and subfloor comply with conditions specified in the "Seasons Wood Flooring" installation and maintenance guide. It is the installer and/or owner's responsibility to inspect "Seasons Wood Flooring" brand flooring boards prior to their installation. The installer and/or owner must check board grade, quality and finish.

If the installer is in doubt as to the grade, quality or finish of a board and is unable to install it in an inconspicuous location or eliminate the flaw, then the board should be discarded. Once the board has been nailed down, it is deemed to have been accepted by the installer and/or owner. "Seasons Wood Flooring" will only replace defective boards in excess of the 5% acceptable loss (excluding the 4 to 6% margin for loss due to cutting). "Seasons Wood Flooring" will not cover any costs associated with labor or installation.

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