



Hardwood Flooring Material Warranty: Effective 09/01/09

Avalon Carpet Tile and Flooring (Avalon) Product Warranty

Avalon Flooring has been synonymous with providing quality flooring products and outstanding service for over 50 years and our dedication to quality and to research before putting a product on our showroom floors are some of the reasons we can offer our customers the most inclusive warranties in the hardwood flooring industry. The Warranties described below are given to the original purchaser only AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, and DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. The Warranties cover only approved product applications as recommended by Avalon and are effective on ALL Avalon Brand hardwood flooring products described below purchased after SEPTEMBER 1st 2009.

FULL LIFETIME STRUCTURAL INTEGRITY WARRANTY:

Avalon warrants its products (Avalon Collection), in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension and grading for as long as the original purchaser owns the floor. Avalon additionally warrants that all "RECOMMENDED" engineered hardwood flooring products, when applied on a radiant heated concrete subfloor, with subfloor surface temperature not exceeding 85°F will not buckle, cup or warp for as long as the original purchaser owns the floor when properly installed according to the NWFA (National Wood Flooring Association) installation instruction procedures, and when properly maintained in accordance with such instructions and the Avalon Floor Care and Product Warranty Guide. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between the boards at different times during the year. If such separation occurs it is not considered a product defect and is not covered by this warranty.

50-YEAR FINISH WARRANTY:

Avalon warrants (Avalon Hardwood Collection) to the original purchaser that the finish will not wear through or separate from the wood for the lesser of 50 full years or as long as the original purchaser owns the home.

25-YEAR FINISH WARRANTY:

Avalon warrants (Avalon Hardwood Collection) to the original purchaser that the finish will not wear through or separate from the wood for the lesser of 25 full years or as long as the original purchaser owns the home.

15-YEAR FINISH

Avalon warrants (Avalon Hardwood Collection) to the original purchaser that the finish will not wear through or separate from the wood for the lesser of 15 full years or as long as the original purchaser owns the home.

AVALON WARRANTY PROTECTION MEANS...

If in the unlikely event any portion of your floor should fail with respect to the provisions of these warranties, Avalon, at its sole option, to the original purchaser, will repair, refinish, or replace such portion, AT NO COST TO YOU, with the same product or another product of equal value. In the unlikely event Avalon is unable to correct the failure after a reasonable number of attempts, Avalon will refund, if requested, the purchase price for that portion of the floor that fails. To file a claim, first contact the Avalon retailer where the original purchase was made. Avalon warranties are not transferable.

Warranty disclaimers and exclusions:

Color variations in flooring are a natural occurrence due to species, age, character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.

- Due to color variations of product and/or samples, Avalon is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and moldings.
- Natural occurring wood characteristics such as variations in grain, color, mineral streaks, and knots, are not considered defects.
- Normal exposure to sunlight will bring about changes in the shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.
- Gapping, splitting (hair-line cracks), and cupping are job-site related due to improper moisture and humidity controls. Job site/ installed location must be maintained with a temperature of 60-78 degrees and relative humidity of 35-55% at all times.
- It is the responsibility of the installer and/or the homeowner to inspect boards prior to installation (on NON AVALON INSTALLED MATERIAL). Avalon accepts no responsibility for costs of product or labor when boards with visible defects have been installed.
- Damage due to water and/or moisture including but not limited to damage resulting from broken or leaking pipes, wet mopping, or weather conditions or natural disasters, is excluded from Avalon warranties.

WARRANTY EXCLUSIONS

AVALON WARRANTIES DO NOT COVER INDENTATIONS, SCRATCHES, STAINS OR DAMAGE CAUSED BY NEGLIGENCE, FIRE, WATER, MOISTURE, EXCESSIVE HEAT OR EXCESSIVE DRYNESS, EROSION, PEBBLES, SAND, OR OTHER ABRASIVES, PETS, INSECTS, SPIKED HEELED SHOES, WEATHER CONDITIONS OR NATURAL DISASTERS, COLOR VARIATIONS, NATURALLY OCCURRING WOOD CHARACTERISTICS, FAILURE TO FOLLOW ALL OF THE AVALON'S WRITTEN INSTALLATION AND/OR MAINTENANCE INSTRUCTIONS, IMPROPER MAINTENANCE, WET MOPPING, INSUFFICIENT PROTECTION, MISUSE, OR IMPROPER ALTERATIONS OF THE ORIGINAL MANUFACTURED PRODUCT. AVALON WARRANTIES DO NOT COVER NATURAL EXPANSION AND CONTRACTION RESULTING IN SEPARATION BETWEEN BOARDS OR DAMAGE CAUSED BY LOW OR EXCESSIVE HUMIDITY. NO WARRANTIES APPLY TO ANY PRODUCT OR PRODUCTS DESIGNATED AS, ANTIQUE, TAVERN, CLEARANCE OR CABIN GRADES, SECONDS, ECONOMY GRADE, OR NON-STANDARD ITEMS. ANY PRODUCT OR PRODUCTS SO DESIGNATED ARE SOLD "AS IS". THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE EXPRESS WARRANTIES PROVIDED HEREIN AND IS IN LIEU OF ALL OTHER EXPRESS AND/OR STATUTORY WARRANTIES BY AVALON, TO THE EXTENT PROVIDED BY LAW. THERE ARE NO IMPLIED WARRANTIES EXTENDING BEYOND THE TERMS OF THIS WARRANTY. AVALON ASSUMES NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. HOWEVER, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. THE SOLE REMEDY PROVIDED HEREIN IS THE REPAIR, REFINISH OR REPLACEMENT OF DEFECTIVE PRODUCTS, OR REFUND FOR DEFECTIVE PRODUCTS.

MANUFACTURER'S WARRANTIES

Avalon Carpet Tile and Flooring conveys all product specific manufacture warranties to the consumer. Please refer to the manufacture specific warranty for all other non Avalon Hardwood Collection products.

MAINTENANCE :

See the Avalon "Maintenance and Warranty" Guide.

