



All factory applied, UV cured, aluminum oxide surfaces on Aurora Hardwood flooring product lines are warranted by Aurora Hardwood not to wear through or separate from flooring for five years from the date of purchase. Flooring must be used under light commercial traffic conditions (or any non-food service stores), and care and maintenance instructions, provided by Aurora Hardwood, must be followed for warranty to be valid. In addition, Aurora Hardwood warrants the hardwood flooring products against manufacturing defects caused by improper milling, grading, and coating. Damages caused by improper transportation, storage, and installation are not covered.

Aurora Hardwood is liable only for the defective flooring that exceeds 5% of the original hardwood flooring purchase order, and will only repair or replace such defective material, excluding the cost of transportation, storage, and installation.

#### **Warranty Exclusions**

The following is not covered under this warranty agreement: Indentations, scratches or damage caused by negligence, water, sand, everyday wear, or abuse. Natural occurring changes in color from exposure to light. Failure to provide proper environmental conditions, including but not limited to maintaining proper humidity levels. Failure to follow manufacturer's installation instructions, including but not limited to failure to use approved adhesives, moisture barriers, surface checking resulting from low relative humidity and/or mildew, discoloration, or cupping resulting from extreme sub-floor moisture. Poor installation workmanship. Improper care and maintenance.

#### **Milling Defects**

Occasional defects in flooring from mis-milling or handling damage do occur. While all Aurora Hardwood flooring is supplied in a clear grade, similar to NOFMA's guidelines for oak flooring, standard trade practice allows for up to 5% of the square footage to contain wood below grade and/or with milling defects. Order 5% to 7% more material than needed, allowing for waste from crosscutting and fitting pieces on-site, as well as crosscutting out defects.

During installation, occasional knots and defects will be encountered including machining snipes, waness, splits, and areas on the face that will not clean up. Simply crosscut out the defects and use the remaining sections to start or finish a row.



If your installer discovers a reoccurring problem, or determines the waste to be excessive, stop immediately and call Aurora Hardwood at 678-460-0064 to review the problem before proceeding. Aurora Hardwood will, at its option, either send replacement flooring, credit you for that portion of flooring which fails to make grade, or refund the cost of the flooring in full. DO NOT install defective flooring. You will be the final judge of acceptable quality. Flooring that has been installed is deemed to be acceptable. Aurora Hardwood shall not be responsible for costs associated with installing, finishing, and/or replacing of flooring installed with obvious defects.

### **Color and Grain Variation**

Wood is a natural material. No two pieces are the same. No two trees are the same. And the same species can vary, based on the geographic area from which it was harvested. Aurora Hardwood cannot be responsible for claims arising from flooring that possesses a greater range of grain/color variation than found in samples in the marketplace.

### **Color Fastness**

All woods are sensitive to light and/or oxygen, and over time, will change color, developing a unique patina. Native species, such as cherry, darken over time. Walnut, on the other hand lightens. In general, water based finishes tend to inhibit the degree of change, while oil based finishes allow a more pronounced change to occur.

### **Terms and Conditions**

The terms of this warranty become valid upon final payment and successful installation of the product. The use of floor care products other than those recommended by Aurora Hardwood may damage flooring and void this warranty. Inquiries regarding this warranty should be directed to the location where the original purchase was made. If the company is unable to satisfy your request, contact in writing the customer service department at Aurora Hardwood.

Except as expressly set forth above, Aurora Hardwood makes no warranty, express or implied, whether relating to merchantability, fitness for particular purpose or otherwise, and Aurora Hardwood disclaims all warranties not expressly set for the above.