



WARRANTY

Thank you for choosing **EVERGREEN WOOD PRODUCTS**. Our products are manufactured of premium materials and the state-of-art technology.

EVERGREEN WOOD PRODUCTS warrants, to its original buyer, the goods to be free from manufacturing defects caused by improper milling, laminating, grading, assembling and coating for as long as you own your home.

Damages due to improper transportation, storage, moisture, installation or any other causes are **not** covered by this warranty.

The factory-applied hardwood finish is warranted against wear through or lack of adhesion for 25 years under normal residential traffic condition. Warranty does **not** cover indentations, scratches, or damages caused by negligence, water, stain, abuse, accidents, extreme environmental conditions, improper maintenance, insufficient protection and failure to following manufacturer's installation instructions. Variations in color or discoloration may result from different light sources and it is **not** covered in this warranty.

Beautiful hardwood floors are a product of nature, and therefore, not perfect. Floors are manufactured in accordance with accepted industry standards that permit a defect tolerance not to exceed 5%. The defects may be of a manufacturing or natural type. Prior to installation of any hardwood flooring products, the installer/owner must determine that the job site environment and the sub surfaces involved meet or exceed all requirements as mentioned in installation instruction. The manufacturer declines any responsibilities for job failure resulting from or associated with sub surface or job site environment deficiencies. The installer/buyer has the final inspection responsibility as to grade, manufacture and factory finish. He/She must use reasonable selectivity and hold out or cut off pieces with glaring defects whatever cause. Use of stain, wax filler or putty stick for defect correction should be accepted as normal procedure. When hardwood flooring is ordered, 5% must be added to the actual square footage needed as allowance for cutting waste and mis-manufacturing. Should an individual piece be doubtful as to grade, manufacturing or factory finish, the installer/owner should not use that piece. If he/she does, the liability of the manufacturer is limited to replacing defective materials in excessive 5% only, excluding all other costs such as installation, transportation and etc...

The buyer's exclusive remedy and Manufacturer's sole liability on any claim, whether in tort, contract, or breach of warranty, shall limited to the repair or replacement of the defective goods that are proven to Manufacturer's satisfaction to be defective in manufacture or the refund of the applicable purchase price. In no event and for no cause whatsoever, including any breach or default by Manufacturer, shall Manufacturer have any other liability (including without limitation incidental or consequential damages) or any monetary liability to buyer in excess of the contract price or prices of the pertinent products in question. If Manufacturer elects to repair or replace said products that are proven defective, it shall not be responsible for any labor charges of any kind either in reinstallation or in dismantling and removal of the products previously installed.

If you need to make a warranty claim, provide the retailer/contractor who sold you the flooring with written notice describing the problem along with proof of purchase. If you are unable to contact your retailer/contract, or are not satisfied with the response received, contact:

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