

SHAW HARDWOOD FLOORING LIMITED WARRANTY



This Shaw Hardwood Floor comes with a:

- Lifetime structural integrity limited warranty
- 30 year limited warranty

This warranty applies to the following styles:

DH060, DH061, DH062 CARYA
DH022, DH023 BELLVILLE

GENERAL WARRANTY INFORMATION

This product specific limited warranty begins on the date of purchase and is valid for the stated warranty period.

This warranty is limited to installations where before, during, and/or after installation, all required site conditions, installation techniques and proper care and maintenance practices are fully achieved and continuously maintained for the life of the floor. It is the installer/owner's responsibility to ensure that the installation site conditions and subfloor are environmentally and structurally acceptable prior to the installation of any hardwood floor. The manufacturer declines any responsibility for failures of hardwood flooring resulting from or related to subfloor or subsurface deficiencies, inadequate installation site environmental conditions or improper care and maintenance. This warranty is transferable providing both parties can supply proofs of purchase and proofs of maintenance.

Hardwood floors are a product of nature and as such will contain variation that is both normal and complimentary to their natural beauty. Our hardwood floors are manufactured in accordance with accepted industry standards which permit grading deficiencies not to exceed 5%. These grading deficiencies may be of a manufacturing or natural type. Additionally, the installed hardwood floors will continue to expand and contract during seasonal and temperature changes. Thus, properly installed hardwood flooring may experience slight separation (gapping) between boards. This slight separation is normal and is not covered by this warranty.

It is the customer's/installer's responsibility for final inspection of the product prior to installation. This product warranty does not cover the installation of visibly defective material.

Additional product-specific requirements can be found in the applicable appendix to this document. Depending upon product category, one of the following appendices which contains installation and care and maintenance information, will apply:

- Solid Hardwood Appendix
- Engineered Hardwood Appendix
- Hybrid Hardwood Appendix

WARRANTY COVERAGE

Finish and Wear Limited Warranty - Shaw Industries Group, Inc. ("Shaw") warrants that the face surface wear layer will not peel off, wear through, or delaminate.

Structural Integrity Limited Warranty - Shaw warrants that these hardwood floors, in their manufactured condition, will be free from defects in material and workmanship including milling, assembly, dimension and grading

WARRANTY EXCLUSIONS

This limited warranty excludes:

- Installation and/or use of the product for applications contrary to its intended use
- Noise – including but not limited to squeaking, popping and cracking
- Any manufacturing or natural deficiency that totals less than or equal to five percent of the actual square footage purchased.

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WARRANTY EXCLUSIONS (continued)

- Flooring failure where the finished floor has been exposed to moisture from any source
- Naturally occurring wood characteristics accepted within the grade
- Indentation, scratches or subsequent related damage
- Radiant floor heating usage and installations not in accordance with Shaw's recommended installation instructions
- Instances where before, during and/or after installation there is a failure to maintain adequate relative humidity (35% to 65%) and temperature (60°F to 80°F) where the product is installed
- Damage resulting from accidents, abuse, misuse or natural disasters
- Improper alteration of original manufactured product
- Changes to product appearance resulting from exposure to light
- Damage resulting from failure to use appropriate protective pads under furniture, fixtures or other similar objects
- Damage resulting from structural failures at the installation site
- Removal or replacement of cabinets, appliances, furniture or other fixtures
- Claims for labor where visible defects are installed
- Damage resulting from pets
- Gloss reduction
- Freight
- Failure to follow guidelines and requirements set forth in associated product Appendix.

WARRANTY SERVICE PROTOCOL

The owner should notify the authorized Shaw hardwood flooring dealer of any defect as soon as possible after discovering the defect but within the time period of the applicable limited warranty. In order for a warranty claim to be considered, the owner must present to the authorized Shaw hardwood flooring dealer the following items:

- a valid sales receipt or other documents which establish proof of purchase
- a description of the problem including a photograph and/or sample that clearly shows the issue. If it is not possible to provide a photograph or sample, an explanation must be included.
- Shaw reserves the right to have the installation professionally inspected on behalf of the claim

If Shaw approves a claim under this limited warranty, Shaw may authorize the dealer to repair or replace, at Shaw's option, the affected flooring material with any comparable Shaw product. If professionally installed, Shaw will pay the reasonable labor costs to perform the replacement or repair during the first five (5) years from the date of the original purchase. In the event that the style installed in the home is no longer available, Shaw may authorize the dealer to replace the affected floor with another Shaw style of equal value. This protocol shall serve as the sole course of action for warranty claim resolution.

This limited warranty is valid only in North America. The warranty is not transferable. It extends only to the original purchaser. This limited warranty applies only where the affected area of the Shaw hardwood flooring is visible from a standing position. The flooring must be installed in accordance with Shaw hardwood flooring installation instructions.

Please note: Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with Shaw. Shaw shall not be liable to the purchaser or any other person for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from state to state.