



RESIDENTIAL WARRANTY PROGRAM: PRE-FINISHED ENGINEERED FLOORS

Milano Engineered Hardwood warranty applies to the original purchaser and the original site of installation only. The conditions and terms of this warranty are as stated herein and may not be altered by any dealer, installer, agent or distributor of Milano Engineered Hardwood Flooring.

Milano Hardwood warrants that its prefinished hardwood, installed in accordance with Milano Engineered Hardwood installation instruction and industry standards, not to delaminate for twenty-five (25) years from the date of original purchase, when used under normal residential traffic and other conditions provided that there is continuance with the preventative maintenance and regular maintenance program as designated with the World Floor Covering Association Maintenance Guidelines and with other provisions set forth below.

Milano Hardwood also warrants that Milano Hardwood flooring shall not contain manufacturing defects in excess of industry standards (5% of total flooring quantity). If manufacturing defects are present in excess of industry standards, the defective pieces should be returned to the original place of purchase, PRIOR TO INSTALLATION. If Milano Hardwood deems the floor to be defective, a replacement will be issued of an equivalent quantity of the same or similar product at no charge to the customer. If Milano Hardwood is unable to furnish an equivalent replacement product, Milano Hardwood, may at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the defective portion of the flooring. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product.

It is the responsibility of the customer and certified C-15 licensed contractor to inspect all pieces of flooring for defects prior to installation. Flooring that has been installed will be deemed to have been accepted by the customer and will not be eligible for replacement. Milano Hardwood accepts no responsibility for labor costs incurred to remove or install products.

RADIANT HEAT

Milano Hardwood products are not meant for radiant heat installations. We do not advise Milano products to be installed over radiant heat. The installation over radiant heat will void any type of warranty expressed by Milano Hardwood.

DISCLAIMER

Wood is a natural product with characteristics such as knots, mineral streaks and grading. In addition, there are color and grain variations evident on samples that may contain larger variations on your finished floor.

Product samples that are aged or exposed to sunlight may appear different than the flooring it is meant to represent. It is recommended customers inspect the nature of the sample and suggest the retailer contact Milano Hardwood for a replacement sample, if the sample exhibits any signs of aging or discoloration from such exposure. Milano Hardwood accepts no liability for claims occurring from variations found in grain or color on presented product samples with that of your finished floor.

The foregoing is an exclusive and complete statement of the express warranties provided and is in lieu of all the other and/ or statutory warranties. Milano Hardwood makes absolutely no warranty of any kind, implied or express, whether of fitness, merchantability, for any particular purpose, or otherwise, except as stated in these limited warranties. Milano Hardwood has no other obligations of any kind to anyone. Milano Hardwood will not compensate anyone for damages, losses or claims of any kind during the applicable limited warranty period or otherwise excepted as stated expressly in these limited warranties. All of our obligations end when the applicable limited warranty period is over. Milano Hardwood shall not be liable to anyone for any special, incidental or consequential damages, labor costs, loss of profits or income for any defect or for any claim arising out of any alleged breach of these limited warranties, implied warranty or any other theory, law or otherwise.

THERE ARE NO OTHER EXPRESS OR LIMITED WARRANTIES EXCEPT AS SET FORTH ABOVE.

WARRANTY EXCLUSIONS AND CONDITIONS

Environmental conditions must be maintained as specified, with a temperature between 65-75°F (18-24°C) and a humidity between 35-55% at all times. Exposure to higher or lower levels of heat and/ or humidity may result in expansion and/ or contraction of the floor boards resulting in separation between joints, cupping or splitting of boards, or other problems. Problems resulting from exposure to levels of heat and/ or humidity other than those specified herein are not covered by the warranty.

Warranties provide no expressed or implied coverage against:

1. Any scratches, indentations, marks or stains of any type due to negligent or accidental exposure, from failing to protect flooring from furnishings, sharp or heavy objects, grit, dirt, grease, oil, paint, stains or any accidental substance droppings.
2. Problems arising from failure to follow manufacturer's written installation, care and maintenance instructions.
3. Expansion and contraction between boards or any other problems arising from exposure to improper heat and humidity levels.
4. Damage due to exposure to excessive moisture from any cause of source, including but not limited to: flooding, spills, excessive mopping or any standing liquid left due to negligence.
5. Changes in color due to exposure to light, variations in color, tone, grain patterns and other naturally occurring characteristics of wood.
6. Improper installation or workmanship.
7. Improper maintenance and care not recommended by Milano Hardwood.

CLAIM PROCEDURE

Claims must be submitted in writing to Milano Hardwood's dealer where the product was purchased. Please include a copy of the receipt and a photograph or any evidence showing the cause of the claim for Milano Hardwood to review. It is at the sole discretion, within the boundaries of the warranty, Milano Hardwood will authorize and reimburse any claims submitted.