



Trout River Lumber, L.L.C. LIMITED WARRANTY

This Trout River Floor comes with a :

- ◆ Lifetime Structural Integrity Warranty
- ◆ 15 Year Finish and Wear Warranty

The warranties above apply to products used only in dry residential applications. The warranties begin from the Date of Purchase and are in effect as long as the original purchaser owns and resides in the home where the product was installed.

What the Trout River Flooring Limited Warranty covers :

- ◆ Finish and Wear Warranty – Trout River Lumber, L.L.C. warrants to the original purchaser that the finish surface will not peel off or wear through for the indicated period of time from the Date of Purchase.
- ◆ Lifetime Structural Integrity Warranty – Trout River Lumber, L.L.C. additionally warrants that these solid flooring pieces in their original manufactured condition are free from defect in material and workmanship including assembly dimension and grading.
- ◆ Note – Flooring is a natural wood product that will continue to expand and contract during seasonal and temperature changes. Products when properly installed may experience slight movement and separation between boards. If minor separations do occur, they are not covered by this warranty.

Product determined to have any possible defect by the person doing the installation should be returned to your dealer for inspection and possible replacement **PRIOR TO INSTALLATION**. All questions of product quality are to be addressed prior to installation. **Installation implies acceptance**. No warranty will be offered for appearance related claims once the products are installed.

- ◆ **What should you do if any of the above listed problems occur and you need warranty service :**

You (the original retail customer) should notify the Trout River Flooring dealer from which the original purchase was made of any defect no later than 30 days after discovery but within the time period of the applicable limited warranty. You (the original retail customer) must present to the Trout River Flooring dealer the following items for a warranty claim to be considered :

- a valid proof of purchase in the form of a sales receipt or other document establishing proof of purchase
- a description of the problem and either a sample or photograph that clearly exhibits the warranty problem

◆ **What Trout River Lumber, L.L.C. will do should you need Warranty service :**

Once Trout River Lumber, L.L.C. accepts a claim under this limited warranty, Trout River will authorize your dealer to repair or replace , at Trout River's option , the affected flooring material. If professionally installed, Trout River Lumber, L.L.C. will pay the reasonable labor costs to perform the replacement or repair during the first 5 years from the date of original purchase. In the event the style installed is no longer available, Trout River Lumber, L.L.C. will authorize your dealer to replace the affected flooring with another style of equal value. The above described remedy is the customer's sole and exclusive remedy for claim under this limited warranty.

Each Trout River Lumber Flooring Limited Warranty is subject to the following conditions :

- Natural wood characteristics such as mineral streaks, small knots, grain variations, etc. are normal wood characteristics and not construed as defects. It is implicitly understood that no two pieces of wood are the same and color or other characteristic variations will occur. We do not guarantee against natural variations nor the normal difference between color samples or photographs and the actual color of the installed flooring.
- Indentation , scratches or damage caused by negligence, water moisture, insects, animals, and high heeled or spiked shoes, or failure to use pads under furniture and rolling chairs.
- Failure to follow manufacturer's written installation instructions including failure in following procedure to protect the flooring from subfloor moisture.
- Excessive or inadequate humidity impacting the installed area. The relative humidity impacting the installed area must be within a normal range of 45%-65%.
- Improper or insufficient protection, care and maintenance.
- Accidents, abuse and misuse. This warranty will be void if man-made or natural disasters such as leaking or broken plumbing, fire, flood, earthquake, or standing water occur during or after installation.
- Improper alteration of original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.
- Changes in color due to full or partial exposure to sunlight and weather.
- Flooring may darken due to exposure to light. This is a natural occurrence and is not covered by this warranty.
- Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been properly leveled.
- This warranty does not cover removal or replacement of cabinets, appliances, furniture or other fixtures.
- **Gloss reduction is not considered wear.**
- Freight is excluded.

Please Note The Following :

Trout River Lumber, L.L.C. does not grant to any person or entity the authority to create for it any obligation or liability in connection with Trout River Flooring. Trout River Lumber, L.L.C. shall not be liable to the consumer 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). Some states do not allow the excluding of limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the customer specific legal rights and these rights may vary from state to state.