

## ENGINEERED HARDWOOD WARRANTY GUIDE

### LIMITED STRUCTURAL WARRANTY ON ENGINEERED FLOORING

Beaulieu® warrants to the original purchaser of its engineered flooring product (“product”) that is properly installed in their residential property that the product shall remain free of manufacturing defects in milling, dimension, lamination or assembly (as applicable) for as long as the original purchaser owns the residential property for the warranty period specified on Beaulieu retailers sample.

*NOTE: Industry standards allow a tolerance in quality variation not exceeding 5% of the total quantity purchased.* Beaulieu will replace any defective material in excess of this tolerance excluding any labor or related costs. The owner is responsible for final inspection of the product before installation. If the owner hires a third party to install the product, the owner is responsible for that party’s judgment. Material already installed will be deemed acceptable by the owner or installer and will not be considered for warranty. This warranty is subject to restrictions and limitations.

### LIMITED WARRANTY ON ENGINEERED FLOORING FINISH

In addition to the limited structural warranty set out above, Beaulieu also warrants to the residential property owner that the product’s finish will not wear, peel or delaminate, under normal residential traffic conditions from the date of purchase, also subject to restrictions and limitations, for the warranty period specified on Beaulieu retailer’s sample.

### WHAT THESE WARRANTIES COVER

These warranties only apply to products intended for installation in non-commercial residential premises (owner-occupied, single-family homes, condominiums, townhouses, etc.). If a defect covered by these warranties appears during the warranty period, Beaulieu will, at its discretion, repair or replace the defective product. Labor costs for removal and reinstallation of product are not included.

These limited warranties do not include the cost of moving furniture or other heavy objects. The owner is responsible for providing a clear floor area to allow warranty repair work to be carried out without hindrance. The replacement product is warranted for the remainder of the original warranty period.

### EXCLUSIONS

The following are not covered under this warranty:

- Damage to product resulting from improper storage, freight, handling or installation;
- Damage caused by accidents, abuse or natural disasters such as standing water, water leaks, fire, flood and earthquake;
- Damage from neglect, pets, pebbles, other abrasives, insects, spike-heeled shoes, improper maintenance (including use of cleaning products other than those recommended by Beaulieu);
- Damage resulting from poor or defective workmanship or materials in the construction of the subfloor joist assembly including, but not limited to, excessive floor deflection, uneven or irregular subfloor surface or voids in the subfloor;
- Damage from impact of falling objects;
- Damage resulting from excessive moisture or dryness from any source or cause;
- Normal wearing of the finish in high traffic areas, pivot-points and seating areas;
- Construction traffic abuse to the surface of the flooring;

- Damage resulting from application of finishes other than Beaulieu recommended finishing products, including refinishing or recoating;
- Labor on material installed with visible/obvious defects. Installation of flooring that contains any visible/obvious defects is not covered by this warranty. Beaulieu must be informed in writing of such defect within 10 days of the appearance of the issue. After this time has elapsed, no further complaints will be accepted;
- Moldings or accessories.

### LIMITATIONS

The following limitations and conditions also apply:

- All preventive and regular maintenance prescribed by Beaulieu must be followed. For details, the consumer may contact:  
US: Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com)  
Canada: The retailer  
The consumer must have the invoice ready to identify the product;
- Variations in both color and visual features are normal characteristics of real wood products and do not constitute defects, including the difference in color between samples, illustrations, or the product itself;
- Change in surface gloss in traffic areas is normal and not covered by this warranty;
- Industry standards allow a maximum 5% irregularity in production. Such defect may be manufacturing or natural. Concerns about the grade should be directed immediately to the place of purchase for review by Beaulieu. Should there be any indication that a piece of flooring may be defective due to manufacturing, factory finish or grade, **it should not be installed**;
- Prior to starting installation, the moisture level of wooden subfloors must be between 6% and 12% and the difference between the subfloor and flooring material must be less than 4%. When applicable, moisture content of concrete subfloors must not exceed 3 lb (1.36 kg) of MVER using the ASTM F1869 Calcium Chloride test method;
- Problems caused by water from broken pipes, flooding, excessive subfloor moisture content or excessive relative humidity in the area of the installation are not covered by this warranty;
- With natural products, change in color from regular exposure to sunlight will occur and is not a defect. Area rugs should be moved at intervals to limit color contrast between covered and uncovered floor surfaces;
- White stains and pastel colors will amber more quickly than other finishes, this is normal wear and not a defect;
- Damage resulting from insufficient or excessive humidity levels will not be covered. Wood flooring is a natural product and will shrink in the winter from the dry heat and expand in the summer from the humidity. A humidity level of 45% to 55% must always be maintained. This may require a humidifier in the winter and a dehumidifier in the summer;
- These warranties do not apply to any product designated as off-goods including, but not limited to, economy grade, rustic grade, cabin grade, second quality, specials or non-standard items. Products so designated are sold "AS IS";
- Beaulieu reserves the right at any time to modify or discontinue any of its products and will not be liable as a result of any such change. If the original product or color is no longer available, Beaulieu may substitute reasonably comparable products.

**GENERAL**

These warranties apply only to the original purchaser installed in a single-family owner-occupied residence and to flooring in its original installation, are prorated and are not transferable. The original purchaser must keep the original receipt as proof of purchase. If a problem appears which is covered by these warranties, the original purchaser should contact the retailer immediately and describe the problem. The consumer and installer are responsible for final inspection and approval prior to permanent installation. Before installing, the flooring should be laid out, blending the planks from several cartons to determine optimum appearance. Beaulieu is not responsible for labor costs to replace visibly defective product after installation.

No person other than a Beaulieu claims department representative is authorized to accept or refuse a warranty claim. No person is authorized to waive or modify the terms of this warranty. Beaulieu reserves the right to designate a representative to inspect the floor and remove samples for analysis prior to accepting or refusing any claim. No repairs, except for urgent ones, may be made until after such inspection or until Beaulieu indicates that such inspection is not required.

Warranty claims must be submitted by the retailer to Beaulieu in writing within 30 days of appearance of the problem.

**PERCENTAGE OF COST REIMBURSEMENT**

Unless otherwise noted, all warranties are prorated.

**Lifetime Limited Usage Guide**

100% of original invoice cost for claims within five (5) years.

50% of the original invoice cost for claims submitted between years six (6) and ten (10).

25% of the original invoice cost for claims submitted between years eleven (11) and fifteen (15).

10% of the original invoice cost for claims submitted any time after fifteen (15) years.

**25, 15 and 10 Year Usage Chart**

Replacement in years	25 Year	15 Year	10 Year	Replacement in years	25 Year	15 Year	10 Year
1	100%	100%	100%	13	32.5%	20%	N/A
2	100%	93%	90%	14	30%	13%	N/A
3	100%	87%	80%	15	27.5%	7%	N/A
4	100%	80%	70%	16	25%	N/A	N/A
5	100%	73%	60%	17	22.5%	N/A	N/A
6	50%	67%	50%	18	20%	N/A	N/A
7	47.5%	60%	40%	19	17.5%	N/A	N/A
8	45%	53%	30%	20	15%	N/A	N/A
9	42.5%	47%	20%	21	12.5%	N/A	N/A
10	40%	40%	10%	22	10%	N/A	N/A
11	37.5%	33%	N/A	23	7.5%	N/A	N/A
12	35%	27%	N/A	24	5%	N/A	N/A
				25	2.5%	N/A	N/A

**LIMITATION OF IMPLIED WARRANTY**

The duration of any implied warranty including, without limitation, implied warranties or merchantability or implied warranties of fitness are expressly limited to the duration of the applicable warranty period. Some Canadian provinces and U.S.A. states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

**BEAULIEU DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. THIS LIMITED WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. BEAULIEU SHALL NOT BE LIABLE TO THE CONSUMER OR ANY OTHER PERSON OR ENTITY FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS OR USE OF THE ROOM OR SPACE WHERE THE FLOORING PRODUCT IS INSTALLED) ARISING OUT OF BREACH OF THIS LIMITED WARRANTY. SOME STATES OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY. THIS LIMITED WARRANTY GIVES SPECIFIC LEGAL RIGHTS TO THE CONSUMER, WHO MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE AND PROVINCE TO PROVINCE. THE CONSUMER MUST KEEP THE ORIGINAL RECEIPT AS BEAULIEU REQUIRES IT IN ORDER TO VERIFY DATE OF PURCHASE.**

**HOMEOWNER OBLIGATIONS**

To maintain the coverage under the terms of these warranties and ensure fast and easy warranty service, the homeowner is responsible for the following:

- Keep five (5) planks of the engineered flooring product after installation for testing purposes.
- Keep and be able to provide the original sales receipt or documentation illustrating proof of purchase and installation date of the product.
- Make sure the flooring is installed according to Beaulieu Installation Instructions.
- Keep a list of products used to clean the flooring.

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Please visit our website at [beaulieuflooring.com](http://beaulieuflooring.com) for the most up-to-date version of this document as it may have been revised and updated since this printed version.

Installation Guide as well as Care and Maintenance instructions can also be found on our website at [beaulieuflooring.com](http://beaulieuflooring.com), or you may contact:

US: Technical Services at 800-944-2840 or [tek.services@beaulieugroup.com](mailto:tek.services@beaulieugroup.com)

Canada: Please contact your retailer.