

warranty

Somerset's Commitment to the Customer



We feel that no other hardwood flooring in the industry is manufactured to higher quality standards than a Somerset hardwood floor. The warranties described below are given to the original purchaser and are SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. The warranties cover only approved product applications as recommended by Somerset Hardwood Flooring and are effective on hardwood flooring purchased after January 1, 2003.

Lifetime Structural Integrity Warranty

Somerset warrants, to the original purchaser, that its products, in their original manufactured condition, will be free from manufacturing defects in milling, dimension, and grade for the lifetime of the floor. Structural integrity does not cover the normal expansion and contraction that solid wood floors may experience between boards at different times during the year. If minor separations do occur, they are not covered by this warranty. Cupping or crowning due to excessive moisture or humidity is not covered by this warranty.

25-Year Finish Wear Layer Warranty: Natural, Exotic and Color Collection Flooring

Somerset warrants, to the original purchaser, that its surface wear layer will not wear through or separate from the wood for 25 years, from the original date of purchase, on all prefinished products in the Natural Collection™, Color Collection™, and Exotic Collection™ when used in normal residential traffic conditions.

10-Year Finish Wear Layer Warranty: Value Collection Flooring

Somerset warrants, to the original purchaser, that its surface wear layer will not wear through or separate from the wood for 10 years, from the original date of purchase, on all prefinished products in the Value Collection™ when used in normal residential traffic conditions.

We recommend using Somerset Floor Care products to maintain the beauty of your floor. The use of other products not formulated for your Somerset floor may damage your floor and void the warranty.

Somerset Warranty Exclusions

The patterns and color variations created in a living tree are like all of nature - never repeated. Naturally occurring wood characteristics such as mineral streaks, knots, variations in grain and color, are not considered defects. Your newly installed floor will vary from samples or pictures shown — this variation is not covered by our warranty. Also, species, age, character and exposure to sunlight may keep new or replacement flooring from matching existing flooring or samples. Because hardwood flooring is a natural product, it will expand and contract due to seasonal moisture level changes. All wood flooring will undergo natural color changes due to the effects of sunlight and/or Ultraviolet light and these changes are not covered by our warranty. Area rugs and other furnishings should be moved occasionally as they block sunlight and may give the appearance of discoloration under the rug. This is not a product defect.

Somerset warranties exclude indentations, scratches, or damages caused by misuse, negligence, accidents, fire, erosion, insects, pets, shoes, pebbles, sand, other abrasives, failure to follow all manufacturer's specific written installation instructions, lack of proper maintenance, insufficient protection on furniture, and misuse or improper alterations of the original manufactured product. Damage due to water and/or moisture, including, but not limited to damage resulting from broken or leaking pipes, wet mopping, weather conditions or natural disasters, is excluded from Somerset warranties.

Gloss reduction is not considered surface wear, therefore it is not covered under this warranty. No warranties apply to cabin, off-grade, or any other products not included in the products specifically outlined in the warranty.

This writing is the complete and exclusive statement of the warranty, and is in lieu of all other expressed and/or statutory warranties. Somerset assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion of limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may have other rights as they vary from state to state.

Claims Information

In the unlikely event that any portion of your Somerset floor should fail with respect to the provisions of the warranties, Somerset Hardwood Flooring, at its sole option, to the original purchaser, will repair, refinish, or replace such portion, at no cost to you, with the same product of equal value. In the unlikely event that Somerset is not able to correct the failure after a reasonable number of attempts, Somerset will refund, if requested, the purchase price for that portion of the floor that fails.

To file a claim, first contact the Somerset retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact by letter Somerset Hardwood Flooring, P.O. Box 1355, Somerset, KY 42502, Attn: Claims Department. Claims must be filed within the warranty coverage period with information verifying date of purchase, such as the sales receipt for the flooring. Somerset Hardwood Flooring reserves the right to have it or its representative inspect the floor and remove samples for technical analysis.