

Hartco Full Warranties

No hardwood floor in the industry is manufactured to higher quality standards than a Hartco hardwood floor. The Warranties described below are given to the original purchaser only AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. The Warranties cover only approved product applications as recommended by Hartco Flooring Company and are effective on hardwood flooring products purchased after October 1, 1999. Hartco offers different warranty levels depending on the product. To determine the category of your floor, please reference the information below:

Pinnacle Collection: Pattern-Plus Plank Pattern-Plus 5000 Somerset Plank Burnside Plank Embassy Plank N&B Urethane Parquet Impregnated Parquet Kingsford Strip Beckley Strip Tellico Plank Rhapsody Plank Maple Plank Maple Strip Pecan Plank Accent Parquet

Greenbrier Collection: Beaumont Plank Beaumont Parquet Provincial Strip Provincial Strip LG Hartco Oneida Strip Helenwood Strip Tamarisk Strip Pulaski Plank C&B Urethane Parquet Danville Strip Hadley Plank

Promotional Collection: Shadwell Plank Portland Strip

STRUCTURAL WARRANTY

Warranties On Both Solid and Engineered Floors
Full Lifetime Structural Warranty On All Pinnacle Collection,
Greenbrier Collection and Promotional Collection Floors

Hartco warrants, to the original purchaser, that the floor you have purchased will remain free from manufacturing defects in lamination, assembly, milling, dimension and grading for as long as the original purchaser owns the home. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between boards at different times during the year. If separations do occur, they are not covered by this warranty.

WOOD WEAR LAYER WARRANTY

Full Twenty-Five Year Wood Wear Layer Warranty On All Pattern-Plus, Pattern-Plus 5000 and Acrylic Impregnated Parquet Hardwood Finish Floors (Commercial and Residential use)

Hartco warrants to the original purchaser that the impregnated wood wear layer will not wear through for the lesser of twenty-five full years or as long as the original purchaser

owns the home or commercial floor for all PatternPlus, Pattern-Plus 5000 and Acrylic Impregnated Parquet floors.

FINISH WARRANTY

Hartco warrants to the original purchaser that the Hartguard Deluxe and Permion finished products, from the date of purchase, when used under recommended residential or commercial traffic conditions and maintained under the recommended Hartco Maintenance System or equivalent, will not wear through or separate from the wood for the period specified for each of the respective warranties below, on all such products purchased after October 1, 1999.

Full Twenty-Five Year Finish Warranty On All Pattern Plus and Pattern Plus 5000 Finish Products in the Pinnacle Collection (Residential use only)

Hartco warrants to the original purchaser that the finish will not wear through for the lesser of twenty-five full years or as long as the original purchaser owns the home for all Pattern-Plus and Pattern-Plus 5000 products with the Permion Finish in the Pinnacle Collection. products with the HartGuard Deluxe Finish in the Pinnacle Collection. (Except N & B Urethane Parquet-10 Year Warranty and Impregnated Parquet-No Finish Warranty).

Full Fifteen Year Warranty On All Greenbrier Collection Floors (Residential use only)

Hartco warrants to the original purchaser that the finish will not wear through for the lesser of fifteen full years or as long as the original purchaser owns the home for all other Hartco factory finished products with the HartGuard Deluxe Finish in the Greenbrier Collection. (Except Beaumont parquet, and C & B Parquet-5 year warranty).

Full Ten Year Finish Warranty On Promotional Collection Floors (Residential use only)

Hartco warrants to the original purchaser that the finish will not wear through for the lesser of ten full years or as long as the original purchaser owns the home for all Hartco factory finished products with the HartGuard Deluxe Finish in the Promotional Collection.

Full Three Year Finish Warranty On Pattern-Plus and Pattern-Plus 5000 Floors (Commercial use only)

Hartco warrants to the original purchaser that the Permion Finish will not wear through for the lesser of three full years or as long as the original purchaser owns the commercial flooring on all Pattern-Plus and Pattern-Plus 5000 floors with the Permion Finish.

Finish Warranties exclude any indentations, scratches or damage caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, pets, insects, water, moisture, erosion, pebbles, sand, other abrasives or insufficient protection on furniture, wet

mopping or failure to follow all of the manufacturer's written maintenance instructions. Use of floor care products other than those especially formulated for use on Hartco flooring may damage your floor and may void the warranty.

ADDITIONAL WARRANTIES

Pre-Installation Warranty On All Pinnacle Collection Floors

Hartco warrants to the original purchaser that each of these products meet our quality standards. You and/or your installer should carefully inspect the material before installation. Any uncut pieces that appear to have defects should be returned to the original place of purchase and those pieces that do not meet our specifications will be replaced at no cost to you. Since this is a natural wood product, there will be variation in color, tone and grain. Such variations are not covered by this warranty. Further, this warranty provision is void upon installation of the flooring.

ADDITIONAL WARRANTIES EXCLUSIVE TO ENGINEERED FLOORS

Hartco engineered flooring is constructed of an odd number of plies so that each alternating layer runs at a 90 degree angle with the adjacent layer. This cross-grained construction provides increased dimensional stability to the flooring. Because of the unique advantages of this type of construction, Hartco provides to the original purchaser the following specific benefits for engineered floorings as long as you own your home or the commercial flooring.

FULL LIFETIME ADHESIVE BOND WARRANTY

Hartco warrants that its recommended adhesive, when properly installed with Hartco engineered flooring products, will maintain its bond for as long as the original purchaser owns the home or the commercial flooring installation. Proper job site inspection, installation and maintenance procedures must be followed. Adhesive breakdown caused by subfloor moisture damage and/or water damage, including, but not limited to, broken water pipes, leakage or flooding is not covered under this warranty. Subfloor moisture is detailed below under the "Full Lifetime Subfloor Moisture Protection Warranty"

Full Lifetime Subfloor Moisture Protection Warranty

Hartco provides an additional subfloor moisture protection warranty against adhesive failure only for Hartco engineered hardwood flooring products when properly installed with the Hartco recommended adhesive for as long as the original purchaser owns their home.

This adhesive has been specially formulated for use with Hartco engineered hardwood flooring products. Before installation begins, all subfloors must be inspected for moisture

problems to insure that they are dry. Written documentation of this inspection must be obtained to validate this subfloor moisture protection warranty. Subfloors with known moisture problems are not covered by this warranty. This Full Lifetime Subfloor Moisture Protection Warranty is limited to one repair or replacement.

Hartco Warranty Protection Means...

If in the unlikely event any portion of the original purchaser's floor should fail with respect to the provisions of these warranties, Hartco, at its sole option, will repair, refinish or replace said portion at no cost to the original purchaser with the same or equivalent product. In the unlikely event Hartco is unable to correct the failure after a reasonable number of attempts, Hartco will refund (if requested) the purchase price for the portion of the floor that failed. To file a claim, first contact the Hartco retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact Hartco Flooring Company, 565 Hartco Drive, Oneida, TN 37841, Attn: Claims Department. Claims must be filed within the warranty coverage period and documentation verifying purchaser and date of purchase will be required. Hartco reserves the right to have a designated Hartco representative inspect the floor(s) and to have samples removed for technical analysis.

Hartco Warranties are not transferable.

No installer, retailer or distributor, or employee of Hartco Flooring Company, has the authority to alter the obligations or limitations of any Hartco warranty.

Warranty Disclaimers and Exclusions

Color variations in wood flooring are a natural occurrence due to species, age or character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring. Gloss reduction is not considered surface wear.

Hartco is not responsible for color variation of product or samples for the consumer matching flooring to other wood products such as cabinets, stair railings, trim and moldings.

Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots are not considered defects.

Normal exposure to sunlight will bring about changes in shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.

Installations must be performed in accordance with all Hartco installation instructions.

It is the responsibility of the installer and/or the owner to inspect boards prior to installation. Hartco accepts no responsibility for costs of product or labor when boards with visible defects have been installed.

Damage due to water and/or moisture, including, but not limited to broken or leaking pipes, wet mopping, weather or natural disasters, is excluded from Hartco warranties.
WARRANTY EXCLUSIONS

HARTCO WARRANTIES DO NOT COVER INDENTATIONS SCRATCHES, STAINS OR DAMAGE CAUSED BY NEGLIGENCE, FIRE, WATER, MOISTURE, EXCESSIVE HEAT, EXCESSIVE DRYNESS, EROSION, PEBBLES, SAND OR OTHER ABRASIVES, PETS, INSECTS, SPIKED HEEL SHOES, WEATHER CONDITIONS OR NATURAL DISASTERS, COLOR VARIATIONS, NATURALLY OCCURRING WOOD CHARACTERISTICS. FAILURE TO FOLLOW ALL THE MANUFACTURER'S WRITTEN INSTALLATION AND/OR MAINTENANCE INSTRUCTIONS, IMPROPER MAINTENANCE, WET MOPPING, INSUFFICIENT PROTECTION, MISUSE OR IMPROPER ALTERATIONS OF THE ORIGINAL MANUFACTURED PRODUCT.

HARTCO WARRANTIES DO NOT COVER NATURAL EXPANSION AND CONTRACTION RESULTING IN SEPARATION BETWEEN BOARDS OR DAMAGE CAUSED BY LOW OR EXCESSIVE HUMIDITY.

NO WARRANTIES APPLY TO ANY PRODUCT OR PRODUCTS DESIGNATED AS SECONDS, RUSTIC, CLOSE-OUTS, OFF-GOODS OR NON-STANDARD ITEMS. ANY PRODUCT(S) SO DESIGNATED ARE SOLD "AS IS."

THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE EXPRESS WARRANTIES PROVIDED HEREIN AND IS IN LIEU OF ALL OTHER EXPRESS AND/OR STATUTORY WARRANTIES BY THE MANUFACTURER, TO THE EXTENT PROVIDED BY THE LAW. HARTCO ASSUMES NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. HOWEVER, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. THE SOLE REMEDY PROVIDED HEREIN IS THE REPAIR, REFINISH, REPLACEMENT OR REFUND OF DEFECTIVE PRODUCTS.