



Limited Residential Warranty for Engineered Hardwood Flooring

Congratulations on your purchase of a new Gemwoods hardwood floor. Every Gemwoods floor is manufactured under the strictest quality standards.

The manufacturer's limited residential warranty will be offered on all Gemwoods prefinished flooring products that are installed following our recommended installation instructions, and maintained following our recommended maintenance procedures. It is also imperative to maintain the proper humidity levels, between 35% and 55%, in the environment to prevent potential problems with the wood floor.

This residential warranty is extended to the original purchaser of the Gemwoods prefinished hardwood floors, and this warranty is not transferable to subsequent owners.

Pre-Installation Warranty

Gemwoods hardwood floors are manufactured to the highest quality standards. However, it is the duty of the owner and installer to inspect each plank for quality, color, and finish before installation. This warranty does not cover materials with visible defects once they are installed. Please immediately contact your retailer if you are not satisfied with the planks before cutting or installing. Since wood is a product of nature, standard industry practice allows for up to 5% of the flooring shipped to have milling, handling, finish and/or grade defects. This warranty applies only to material that is excess of this 5%. The manufacturer will replace or refund the purchase price of material deemed to be defective in excess of this 5%.

Full Lifetime Structural Warranty

The Manufacturer offers a lifetime warranty to the original purchaser that our Gemwoods engineered flooring products will not delaminate, if our flooring is not exposed to excessive topical or subfloor moisture, and proper humidity levels are maintained.

25-year Finish Warranty

The manufacturer warrants to the original purchaser, that when maintained according to our care and maintenance recommendations, that the finish on your Gemwoods floor will not wear through for 25 years. If there is a problem with wear through, it must exceed 10% of the surface area. The finish warranty for 5/16" thick products is 15 years.

Radiant Heat

All floors, except Gemwoods Clic floating floors, are not recommended or warranted to be installed over radiant heated sub-floors. Any problem relating to installing Gemwoods hardwood flooring over radiant heat will not be covered under the manufacturer's warranty.

Warranty Exclusions

- Improper storage, handling or installation of flooring. Squeaking and/or cracking by any cause other than what is considered to be a manufacturing defect.
- Man-made or natural disasters including, but not limited to, leaking or broken plumbing, fire, flood, earthquake, or standing water during or after construction.
- Any problems to the wood caused by moisture, including sub floor moisture emissions, excessive topical moisture, improper maintenance, or other causes. Any damage to the wood flooring related to excessively humid or excessively dry environmental conditions. Maintain humidity levels between 35% and 55% in areas where wood flooring is installed.
- Improper preparation of, or deficiencies in, the subfloor/floor joist assembly including, but not limited to, subfloor material, fasteners, patching or leveling compounds. These situations are considered to be part of the installation inspection process prior to installing the flooring. Do not install flooring if these situations exist.
- Bond issues between the subfloor and wood flooring. This is an adhesive, not a flooring issue.
- Insect infestation after shipment from the factory.
- Neglect or abuse including, but not limited to, not taking proper precautions to protect furniture legs and feet with felt protectors, dirty or improper casters, moving heavy objects without a dolly or protective plywood beneath.
- Damage caused by spiked, stiletto, or damaged heels and pet claws.
- Dents or scratches in the flooring caused by furniture, appliances, casters, or other abuse.
- Damage caused by falling objects.
- Construction traffic abuse to the surface of the flooring.
- Non-factory applied finish (by the owner or installer) including, but not limited to, refinishing or recoating.
- Normal color variations and natural characteristics of real wood products discovered AFTER the flooring is installed.
- The normal wearing of the finish in high traffic areas, pivot points, and seating areas. Gloss reduction is not considered wear through, and therefore is not covered under the finish warranty.

Additional Terms of the Warranty

The foregoing sets forth the manufacturer's sole obligations and liability under the warranty. The warranty is an exclusive remedy and is in lieu of all other express and/or statutory warranties. The manufacturer disclaims all warranties not expressly set for the above.

To File a Claim

If you need to file a claim under this Warranty Program, you must first contact your retailer or builder within 3 months of experiencing a problem.

A written notice of claim must be filed within the warranty coverage period. Information verifying date of purchase, identity of the original purchaser, and invoices as proof of purchase will be requested. The floor must have been purchased from an authorized dealer and entirely paid for. The purchase of a Gemwoods hardwood floor from an unauthorized dealer or via Internet will automatically void any manufacturer's warranty.