



Engineered Hardwood Flooring Warranty

Residential Warranty

SLCC Flooring warrants that its Engineered Hardwood Flooring will be free from manufacturing defects and will not wear through or separate under everyday residential use for a period of **25 years** from the date of purchase, when installed and maintained according to SLCC Flooring's installation and maintenance guidelines.

Commercial Warranty

For light commercial applications, SLCC Flooring warrants the product for a period of **3 years** from the date of purchase under the same conditions.

Warranty Coverage

This limited warranty covers:

- Structural integrity of the flooring, including milling, grading, and finishing defects.
- Resistance to surface wear-through under standard residential and light commercial use.
- Proper adhesion of the finish under normal conditions.

Exclusions

This warranty does not cover:

- Damage due to improper installation, improper maintenance, or failure to follow SLCC's guidelines.
- Damage caused by moisture, flooding, plumbing leaks, or excessive humidity.
- Scratches, dents, impact damage, or reduction in gloss over time.
- Natural variations in color, grain, or texture are inherent to real wood.
- Changes in color due to sunlight, age, or environmental factors.
- Flooring installed in areas other than recommended residential or approved light commercial settings.

Claim Procedure

To file a claim under this warranty, the original purchaser must contact the retailer from whom the flooring was purchased, along with proof of purchase and photographs of the claimed defect. SLCC reserves the right to inspect the flooring before approving any claim.

Remedy

If a valid claim is approved, SLCC Flooring will, at its option:

1. Repair the affected area,
2. Replace the defective flooring material with the same or a comparable product, or
3. Refund the purchase price of the affected portion of the floor.

Labor, installation, removal, relocation of furniture, or consequential damages are not covered by this warranty.

Transferability

This warranty applies only to the original purchaser and is not transferable.