



MASON
WOOD FLOORS™
The Beauty of Exotics

LIMITED RESIDENTIAL WARRANTY TERMS AND CONDITIONS ENGINEERED PREFINISHED HARDWOOD FLOORING

Congratulations on the purchase of your beautiful new floor! We would like to personally thank you for choosing Mason Wood Floors and truly appreciate the opportunity to serve you. Our flooring will enhance the beauty of your interior and add value to your home. As hardwood flooring is a natural product, each board will have unique characteristics, such as variations in color and shade, giving your finished floor a one-of-a-kind look. MWF is committed to providing our customers with the highest quality engineered hardwood floors. Each plank of prefinished hardwood is meticulously milled with state-of-the-art equipment and delivered with impeccable customer service. We ensure that our products adhere to strict guidelines during the finishing process, guaranteeing that each plank has been individually and thoroughly inspected.

WARRANTY COVERAGE

This warranty is valid for the original buyer of the floor and is non-transferable. Scratches, indentations, and loss of gloss are not considered wear. Your floor is warranted against grading, finishing, and milling defects that exceed the allowable waste factor. The waste factor is an industry term referring to an allowance for manufacturing and natural defects in flooring, represented by a percentage. While board selection may vary based on personal preference, waste is determined by NWFA standards and generally ranges from 5% to 10% of the total square footage of your purchase. However, waste may be higher depending on room layout, product description, or product grade. Manufacturing defects do not include natural wood characteristics such as mineral streaks, knots, grain variations, normal minor differences between the color of samples and the color of installed floors, color variations from board to board, or minor width variations. Due to the nature of wide plank flooring (3" and wider), some minor width variations are to be expected and are not considered defects. Hardwood flooring, being a natural product, will continue to expand and contract with heating and non-heating seasons. Even properly installed hardwood floors may experience some minor separations between boards at different times of the year. If separations do occur, they are not covered under this warranty.

25 YEAR RESIDENTIAL FINISH WARRANTY

The finish on Mason Wood flooring is warranted not to wear through for 25 years from the purchase date under normal residential foot traffic and use, provided that the recommended maintenance instructions are followed. This warranty is valid for the original purchaser only and cannot be transferred. Scratches, indentations, and loss of gloss are not regarded as wear.

Coating Features



Fire Retardant



Antiviral
Antibacterial
Antifungal

Product Certifications



CARB
Certified
Manufacturer



EXCLUSIONS AND LIMITATIONS THESE WARRANTIES PROVIDE NO EXPRESS OR IMPLIED COVERAGE AGAINST:

- Scratches, indentations, marks, stains or other damage caused by negligent or accidental exposure pebbles, grit, sand or other abrasives, pets, insects, high heeled or cleated shoes, fire, product spills, excessive moisture, heat or dryness;
- Loss of gloss is not considered as surface wear;
- Natural occurring wood characteristics such as **GRAIN, COLOR, MINERAL STREAKS, AND KNOTS ARE NOT CONSIDERED DEFECTS**. Seasonal gapping due to expansion and contraction in heating and non-heating seasons may also occur. Issues relating to these natural characteristics are not covered under this warranty;
- Changes in color due to exposure to light;
- Color and Shade Variations: New or replacement flooring may not always match samples, printed color photography including websites and catalogs, existing flooring or other wood products (such as cabinets, stair railings, trim, and moldings) due to, among other things, natural variations that occur in species, age, growing conditions, exposure to UV/sunlight and other factors. Therefore, these variations should be expected;
- Problems arising from failure to follow manufacture's written installation, care and maintenance instructions; Damages caused by any installation (regardless of the source of the installation advice) which conflicts with applicable product installation instructions and the **NWFA's** installation standards are excluded from this warranty;
- Do not install materials with visible defects, as they will not be covered by warranty. Please see owner/installer's responsibilities;
- This warranty covers the factory applied finish. Applying another finish and/or sanding (such as in preparation for another finish) may damage for factory applied finish and voids the warranty against finish wear;
- Expansion and contraction between boards or any other problems arising from improper heat and humidity;
- Damage due to exposure to excessive moisture from any cause or source, including but not limited to broken or leaking pipes or wet mopping, pets, relative humidity, subfloor moisture, etc.) are excluded. Moisture (and dryness) can cause issues such as checks cupping, crowning, warping, buckling, peeling, twisting or gapping;
- Consequential and/or incidental damages **ARE NOT COVERED UNDER THIS WARRANTY**. This refers to any loss, expense, inconvenience or damage other than to the wood floor cost. For example, personal damages costs that may arise while pursuing a quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc., are not covered.

This warranty with its terms and conditions is the complete and exclusive expression of our warranty. Our obligation under this warranty shall be limited to, at its options, providing replacement of shortages, exchange of a disputed product, or refund of the purchase price for flooring with visible manufacturing flaws returned prior to installation. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. We maintain the exclusive right to alter the obligations and limitations of this warranty. **HOW TO MAINTAIN YOUR WARRANTY** Follow the Installation and Care Instructions: It is your or the installer's duty to make sure the installation requirements are strictly followed. We reserve the right to investigate, assess and validate reported claims by, among other things, requesting samples from you for technical analysis and performing an inspection of the flooring and installation location