



**MOOSEWOOD**  
MILLWORKS



## *Flooring*

Moosewood Flooring warrants our flooring products from manufacturing defects caused by improper kiln drying, milling, or grading for a period of 90 days from the time of delivery to final retail customer.

This warranty is applicable to replacement of the defective material only in excess of 5% of the volume ordered and is exclusive of all other costs including: independent inspections, removal of defective material, transportation, installation, storage, and construction delays.

Moosewood Flooring warrants the finish on our flooring products for a period of 25 years for normal residential use and 4 years for commercial applications\*. This warrantee does not cover indentations, scratches or damages caused by negligence, water damage, chemical or household product stains, abuse, extreme environmental conditions, improper maintenance, insufficient protection and failure to follow manufacturer's and third party distributor's installation instructions.

### **Radiant Heat:**

Installation of this product over radiant heat floors is covered under this warrantee with the following stipulations.

- Only 2 ¼" and 3 ¼" sizes are covered.
- Humidity control in the home is practice year round to maintain a relative humidity of 35-55%.
- The heating system includes an outside temperature sensor.
- The temperature of the floor does not exceed 85 degrees.
- Gapping between boards is not covered under the warrantee.

### **Circumstances that are not covered under warrantee:**

- Damages due to improper customer transportation, storage, moisture infiltration, installation, or any other cause;
- Installing this product below grade;
- Adhering this product directly onto a concrete slab;
- Installing this product over radiant heat floors without following humidity control guidelines; or
- Applying additional finishes or maintenance material over the factory finish.



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## *Finishing*

Moosewood Flooring also warrants the finish on our flooring products for a period of 25 years for normal residential use and 4 years for commercial applications\*.

This warrantee does not cover indentations, scratches or damages caused by negligence, water damage, chemical or household product stains, abuse, extreme environmental conditions, improper maintenance, insufficient protection and failure to follow manufacturer's and third party distributor's installation instructions. The area of material effected must exceed 10% of the surface area.

\* The warrantee on Moosewood Flooring's finish is provided by our finishing vendor and is underwritten by their independent insurance carrier. Any claims against this policy are to be initiated with the assistance of Moosewood Flooring Sales. Moosewood Flooring reserves the right to modify the terms of this warrantee at any time.