

# ELEMENTAL

## THE TIMELESS BEAUTY OF NATURE

### NOVA HARDWOOD FLOORING WARRANTY

Thank you for purchasing Nova USA Wood Products LLC (Nova) Hardwood Floors. We make every effort to ensure your complete satisfaction by manufacturing to the highest quality standards. Every floor board goes through numerous quality inspections not only during production, but also prior to packaging and shipping.

The warranty outlined below pertains exclusively to the original purchaser and is subject to the procedures, limitations, disclaimers and exclusions set forth herein. This warranty covers only approved product applications as recommended by Nova.

Nova warrants, to the original purchaser, that the floor you have purchased will remain free from manufacturing defects in lamination, milling, 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. Even properly installed hardwood floors may experience some minor separations between boards at different times during the year. If separations do occur, they will not be covered under this warranty.

### 25 YEAR RESIDENTIAL FINISH WARRANTY

Nova warrants to the original purchaser that the finish will not wear through for the lesser of twenty-five years or as long as the original purchaser owns the home for all Nova factory-finished products.

This warranty covers a 25-year Manufacturer's Wear Warranty.

### PRE-INSTALLATION WARRANTY ON NOVA HARDWOOD FLOORING

Nova warrants to the original purchaser that each of our wood flooring products meets our quality standards. You and/or your installer should carefully inspect the material before installation. Since wood is a natural product, there are possibilities for variation in color, tone and grain. Such variations are not covered by this warranty. Please note that all hardwood floors have an industry standard defect tolerance of 5%.

Nova warranties state that because wood is a natural, living material that reacts to the surrounding environment, it is possible that certain factors (i.e. unusual humidity levels -- too dry or too wet; improper installation; improper handling; a lack of proper acclimation; moisture -- too dry or too wet, etc.) may cause face checks, cracks and/or splits to appear in certain floor boards. Boards with checks, cracks, and/or face splits must be put aside for replacement for warranty coverage to apply. Once floor boards are installed, warranty coverage is no longer applicable because checks, cracks and/or splits in boards on an installed floor may result from various external factors and forces outside of the manufacturer's control.

### 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 precisely match display samples and/or existing flooring. Gloss reduction in the finish is not considered surface wear.

Nova 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. Any questions about wood grade should be addressed prior to install.

Installations /Maintenance must be performed in accordance with all NOFMA and NWFA Standards. Failure to follow proper acclimation, installation and/or maintenance guidelines by wet mopping, insufficient protection, misuse or improper alterations of the original manufactured product void this warranty. Nova recommends that NWFA certified installers be used for the installation of its wood flooring products.

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 Nova flooring warranties.

Nova warranties do not cover scratches, stains, dents or damage caused by negligence, fire, water, moisture, excessive heat, excessive dryness, erosions, pebbles, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, color variations, and naturally occurring wood characteristics.

Nova warranties do not cover natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity or which may result from incomplete acclimation prior to install.

Nova warranties do not apply to extreme conditions. The humidity level in the home should be maintained in the 30% to 50% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate.

Nova warranties do not cover damage caused by moisture penetration through the sub-floor, flooding, leaking, plumbing, overflowing sinks or similar water damage.

This warranty does not cover any insect infestation after the product has been installed.

### ADDITIONAL TERMS OF THE WARRANTY

Normal exposure to sunlight will bring 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.

No installer, retailer, distributor, or employee of Nova USA Wood Products LLC has the authority to alter the obligations or limitations of any Nova warranty.

No warranties apply to any product or products designated as seconds, rustic, cabin, closeouts, off-goods or non-standard items. All products designated as such are sold "As Is."

Incidental or consequential damages such as damage during transport are excluded under all Nova warranties.

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

Installation constitutes acceptance of flooring material, condition of subfloor/substrate, the jobsite itself including ambient temperature and relative humidity at time of installation, and all impacting variables that may affect a wood floor.

Nova warranties are not transferable and there is no warranty on any commercial installation.