

Hardwood Warranty

WHAT YOU SHOULD DO IF ANY OF THE ABOVE LISTED PROBLEMS OCCUR AND YOU NEED WARRANTY SERVICE:

You should notify the authorized Shaw Home Foundations Flooring dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the time period of the applicable limited warranty. You must present to that authorized Shaw Home Foundations Flooring dealer the following items for a warranty claim to be considered:

- a valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
- a description of the problem and/or a photograph/sample that clearly shows the warranty problem

WHAT SHAW INDUSTRIES WILL DO SHOULD YOU NEED WARRANTY SERVICE:

If Shaw Industries accepts a claim under this limited warranty, Shaw will authorize your dealer to repair or replace, at Shaw's option, the affected flooring material. If professionally installed, Shaw Industries will pay the reasonable labor costs to perform the replacement or repair during the first five years from the date of the original purchase. In the event that the style installed in the home is no longer available, Shaw Industries will authorize your dealer to replace the affected floor with another style of equal value. The above described remedy is the customer's sole and exclusive remedy for claim under this limited warranty.

EACH SHAW HOME FOUNDATIONS HARDWOOD FLOORING LIMITED WARRANTY IS SUBJECT TO THE FOLLOWING CONDITIONS:

This limited warranty is valid only in North America. The warranty is not transferable. It extends only to the original consumer. This limited warranty applies only where the affected area of the Shaw Home Foundations Hardwood Flooring is visible and covers an area greater than 10% of the room.

The flooring must be installed in accordance with Shaw Home Foundations Flooring recommended hardwood installation instructions using Shaw installation materials. This limited warranty shall not apply to damage arising from and specifically

excludes any of the following:

- Natural wood characteristics such as mineral streaks, small knots, grain variations etc. are normal characteristics and are not construed as defects; no two pieces of wood are the same and color or other variations will occur; we cannot guarantee against natural variations, nor the normal difference between color samples or photographs and colors of installed floors.
- Indentation, scratches or damage caused by negligence, water moisture, insects, animals, and high heeled or spiked shoes
- Failure to follow manufacturers written installation instructions including protecting the floor from subfloor moisture, radiant floor heating usage, and installations with an adhesive other than Shaw approved adhesive.
- Excessive or inadequate humidity in the area... Relative humidity in the area of use must be within a normal range of 35%-65%
- Improper or insufficient protection, care and maintenance
- Accidents, abuse or misuse. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, earthquake, or standing water occur during or after installation
- Improper alteration of original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties
- Changes in color due to full or partial exposure to sunlight and weather.
- Merbau, Pine, Cherry and Brazilian Cherry may darken due to light exposure. This is a natural occurrence and is not covered by this warranty.
- Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately leveled
- This warranty does not cover removal or replacement of cabinets, appliances, furniture or other fixtures.
- **Gloss reduction is not considered wear.**
- Freight

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Please Note: Shaw Industries, Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with Shaw Home Foundations Hardwood Flooring. Shaw Industries, Inc. shall not be liable to the consumer or any other person for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). Some states do not allow the excluding of limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the customer specific legal rights, such rights may vary from state to state.