



Limited 25-Year Residential Hardwood Warranty

Introduction

Casabella manufactures all of its flooring under the strictest of quality controls. Being a quality manufacturer, Casabella wishes to back its products with a clear warranty that applies to the original purchaser and the original site of installation only.

What this warranty covers

This warranty covers all Casabella solid and engineered wood flooring purchased from a Casabella Authorized Dealer in the USA or Canada. Closeouts, seconds, factory specials, and any other flooring sold ~~was~~ is+ are excluded from this warranty.

Who this warranty covers

This warranty applies to the original purchaser and the original site of installation only. It covers flooring that is used in residential environments only; commercial environments are covered by our Lamett Limited Commercial Warranty.

Pre-installation warranty

It is the duty of the installer, whether professional or DIY (do it yourself), to inspect all flooring before installation. If during inspection the installer or buyer feels the floors is the wrong color, improperly manufactured, has finish problems, is off-grade or is the wrong gloss level, he/she should NOT install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring which is visibly wrong if such flooring is installed. Installed flooring is deemed to be visibly acceptable. Since wood is a product of nature, not plastic, standard industry practice allows up to 5% of the flooring shipped to deviate from regular quality standards on milling, handling, finish and/or grade.

Why does the industry allow up to 5% of the wood to have minor issues?

When flooring is installed, naturally a certain percentage goes to cross cutting and fitting waste. Another small percentage of the flooring will go into closets and other unseen areas. It is assumed that an experienced installer will cross cut out small imperfections during fitting or put visibly unusual pieces in seldom seen or unobtrusive areas. By not removing 100% of the material with minor quality issues in the factory, we help save precious natural resources as well.



Finish warranty

Casabella warrants that the factory finish on its floors will not wear through for a period of 25 years from the date of purchase under normal residential traffic conditions and use. The pre-installation warranty above covers the replacement /refund for any flooring returned in excess of 5% of the total flooring shipped with visible flaws. This includes visible finish flaws, prior to installation. If there is a problem with wear through, it must exceed 10% of the surface area for this warranty to cover. Changes in gloss level are not covered under this warranty, including shiny spots that might develop if you too aggressively rub in one spot. Over the course of time, it is normal for overall gloss levels to change and as such is not warranted.

Lifetime structural warranty

Casabella offers a lifetime warranty to the original purchaser that our engineered flooring products will not delaminate. Delamination is when any of the multiple layers making up the piece of flooring separates. All of our engineered flooring is manufactured to exterior / marine use standards. This warranty does not cover whole pieces of flooring coming off of the sub-floor, which is a problem with the installation process or glue, not our manufacturing process.

Although we guarantee our product will not delaminate, if our flooring is exposed to extreme humidity (whether from a wet sub-floor or flooding of your residence) or extreme dryness (less than 35% relative humidity) you will see slight shrinkage, swelling, cupping or even cracking of the solid wood wear layer. Wood is naturally hygroscopic (similar to a sponge) and such shrinkage, swelling, cupping or cracking due to extreme variations in humidity is to be expected and is not warranted for. Normally, the problems will solve themselves once humidity returns to the normal range of 45% to 60% relative humidity. Damage due to flooding should be covered by your home owners insurance policy.

Radiant Heat Installation

NOTE : This warranty applies only to radiant heat water systems. Due to the quick and extreme nature of electrical radiant heated floors, we do not recommend installations over electrical radiant heated floors.

We warrant to you (the original purchaser) that Casabella engineered wood flooring 5+widths or less may be installed over radiant-heated subfloors provided the surface temperature of the system does not exceed 85 degrees Fahrenheit (29 degrees Celsius), and the relative humidity levels are maintained between 35% and 55%. This applies to both floating and glue-down applications.

For floating installations over radiant-heated subfloors, apply a 2+small bead of glue at the ends of each plank (into the Fall-Loc joint).

For engineered wood flooring products over 5+in width, they must be glued down over radiant heat floors (no floating installations).

Prior to installing the floor over radiant heat, allow 2-3 days for opened boxes to acclimate to relative humidity levels of 35% - 55% and room temperatures between 55 degrees and 72 degrees Fahrenheit.



Continued .

Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation. Refer to the radiant heat system's manufacturer recommendations for additional guidance.

Warranty exclusions and conditions

THESE WARRANTIES PROVIDE NO EXPRESS OR IMPLIED COVERAGE AGAINST:

- ◆ SCRATCHES, INDENTATIONS, MARKS, STAINS OR OTHER DAMAGE CAUSED BY NEGLIGENT OR ACCIDENTAL EXPOSURE TO PEBBLES, GRIT, SAND OR OTHER ABRASIVES, PETS, INSECTS, HIGH HEELED OR CLEATED SHOES, FIRE, PRODUCT SPILLS, EXCESSIVE MOISTURE, HEAT OR DRYNESS;
- ◆ CHANGES IN COLOR DUE TO EXPOSURE TO LIGHT: VARIATIONS IN COLOR, TONE, GRAIN PATTERNS AND OTHER NATURALLY OCCURRING CHARACTERISTICS OF HARDWOOD;
- ◆ PROBLEMS ARISING FROM FAILURE TO FOLLOW MANUFACTURER'S WRITTEN INSTALLATION, CARE AND MAINTENANCE INSTRUCTIONS;
- ◆ EXPANSION AND CONTRACTION BETWEEN BOARDS OR ANY OTHER PROBLEMS ARISING FROM BY IMPROPER HEAT AND HUMIDITY LEVELS;
- ◆ DAMAGE DUE TO EXPOSURE TO EXCESSIVE MOISTURE FROM ANY CAUSE OR SOURCE;
- ◆ LAMETT EXPRESSLY EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THIS WARRANTY. BY THIS LAMETT MEANS ANY LOSS EXPENSE, INCONVENIENCE OR DAMAGE OTHER THAN TO THE WOOD FLOOR.

Casabella neither assumes nor authorizes any other person or entity to assume for it any other obligation in connection with the sale of this product. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and /or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited in duration to the duration of this express warranty. Some states do not allow limitations on how an implied warranty lasts, so the above limitation may not apply to you. Casabella's obligation under this warranty shall be limited to, at its options, providing replacement of shortages, exchange of disputed product, or refund of purchase price for flooring with visible flaws returned to Casabella prior to installation. For flooring with delamination and finish problems which occur after installation and not visible prior to assume no liability for incidental or consequential damages. However some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. The sole purpose of the purpose of the remedy provide herein is the replacement /repair of disputed products of refund of purchase price. This remedy shall be the buyer's exclusive remedy, and shall not be deemed to have failed of its essential purpose so long as Casabella is willing to replace /repair such disputed goods or refund the purchase price.



This warranty does not apply to any products designated as seconds, special or non standard items. Any product or products so designated are sold ~~as is~~. In order to get performance under this warranty, the person seeking performance should first contact the dealer from whom they purchased the flooring.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. The failure of either party to enforce any of the provisions of this agreement shall not be construed as a waiver of such provision or of the right of any party thereafter to enforce each and every provision.