

Warranty and Floor Care Guide

Limited Warranty for Residential Finish Wear

Hampton Hardwoods multi-layer UV cured finish utilizes Aluminum Oxide to provide superior resistance to surface wear. Hampton Hardwoods will warrant surface wear for 25-50 years under normal residential use and a 5 year limited commercial warranty and conditions, provided maintenance guidelines are strictly followed. In the event that the surface layer wears or peels off Hampton Hardwoods will replace the affected planks or recoat the affected area provided the affected area is greater than 20% of the floor. NOTE: Gloss reduction and surface scratching are not considered surface wear and are not covered under this warranty.

Who is Covered Under These Limited Warranties

These limited warranties apply to you only if you: (1) are the original purchaser of the Hampton Hardwoods floor. (2) have paid in full for your hardwood floor, (3) have proof of purchase and (4) have purchased the hardwood floor for your own personal residential use and not for resale. These warranties are not transferable or assignable.

Warranty Exclusions

Wood is a natural product containing natural variations in color, tone and graining. Hampton Hardwoods cannot warrant against natural variations such as mineral streaks, small knots and grain variations from plank to plank. Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation.

Warranty Process

During the warranty period, should you have any problems with your Hampton Hardwoods floor, please contact the floor covering dealer who sold the product within 30 days from the date the problem occurs. The flooring dealer will arrange through Hampton Hardwoods to have the floor inspected. Please note that Hampton Hardwoods must be given a reasonable opportunity to inspect the floor prior to the determination of any coverage or remedy, which shall be no less than 30 days after you report the problem. Your refusal to provide such an opportunity for inspection will void these warranties. All inspections will be conducted in accordance with NWFA guidelines.

Care and Maintenance

- Sweep or vacuum regularly, the vacuum head must be a brush or felt type.
- Remove spills promptly using a soft cloth and APPROVED HARDWOOD FLOOR CARE PRODUCTS. (see Hampton Hardwoods dealer for approved products).
- Never wet mop, damp mop or clean your floor with water, vinegar, soap, lemon oil, wax or common household cleaners.
- Keep pets nails trimmed.
- Place protective felt pads beneath furniture legs to reduce scratches and dents, replace pads as needed.
- Take protective measures when moving heavy objects.
- Use walk off mats at entries to reduce grit.
- Utilize area rugs in high traffic areas and pivot points.
- Maintain the proper Relative Humidity (35-60%) level in your home.

Improper Environment

Hampton Hardwoods floors are not warranted against damage caused by man made or natural disasters, including but not limited to leaking or broken plumbing, landscape/irrigation watering, fire, flood, earthquake, insect infestation or standing water during or after construction. In extreme low humidity (below 35%) planks may shrink or exhibit surface checking characteristics. In extreme high humidity (above 60%) planks may grow or exhibit crowning characteristics. These symptoms are not manufacturing defects and are not covered under warranty. The use of a humidifier and/or dehumidifier is recommended to maintain the proper humidity level of 35-60%.

Lifetime Limited Structural Warranty

All Hampton Hardwoods engineered floors are cross laminated for optimal stability and strength. In the event that any plies should separate due to glue bond failure, Hampton Hardwoods will, at our option: either repair affected plank(s) and or replace affected plank(s). This warranty is a limited lifetime warranty for all first quality Hampton Hardwoods engineered products. Solid products are excluded. This warranty is extended to the original purchaser and is not transferable.

Warranty Disclaimers

Any warranties arising out of this sale in addition to the above limited warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose are limited in duration to the limited warranty for finish wear described above. Hampton Hardwoods shall not be liable for loss of use or any other incidental or consequential costs, expenses or damages incurred by the purchaser or by any other person. The remedies as described in these warranties are the sole and exclusive remedies available to you for any breach by Hampton Hardwoods that you can prove of the expressed and implied warranties arising from this sale. These warranties exclude consequential and incidental damages, including but not limited to removal or damage to moldings, labor costs to install/replace the damaged floors, cabinets, built-in appliances, carpeting, drywall, wallpaper, paint and all relocation costs associated with any repair or replacement of the flooring. Some states do not allow limitations on the available remedies, or the length of an implied warranty or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. These warranties give you specific legal rights and you may also have other rights that vary from state to state. Unless a statement made in this document is specifically identified as a warranty, any other statements made herein, or by your seller, are not warranties and are not part of the basis of the bargain for the sale of the hardwood floors. Any and all warranties, except those limited warranties provided herein, are specifically disclaimed and excluded.

This agreement shall be governed by and construed in accordance with the laws of the State of Texas and any applicable federal laws of the United States of America. Any action brought seeking the resolution of any controversy arising out of or relating to any warranties referenced herein shall be brought in the courts of the State of Texas in the United States District Court for the District of Texas.