



VILLAGIO FLOORS, INC.
TOLL FREE: 888.488.3331 Fax: 323.406.8207
VILLAGIOWOODFLOORS.COM

Finish Warranty

Villagio Floors, Inc. warrants to the original retail purchaser that the finish, when used under normal residential traffic conditions, will not wear through or separate from the wood for a period of 25 years from the date of purchase. Gloss reduction is not considered a manufacturing defect and is not included in this warranty. Finish warranty excludes any surfaces checks/splits caused by improper environmental conditions, scratches, indentations, and color change from indoor UV light, sunlight, or natural aging.

Villagio Floors, Inc. prohibits the use of any adhesive tape on the flooring during the time of installation or thereafter. This includes tapes that are specifically made for wood flooring, such as blue or green masking tapes. Pressure sensitive adhesives, which are polymers, can bond with the finish of a floor and potentially harm the finish when removed. Such use of **any** tapes void this warranty and no claims will be addressed in regards to defects in the finish as a result of the use of tape.

The Villagio Floors, Inc. installation and maintenance instructions must be followed as condition for these Warranties to have effect. You may obtain these instructions directly from Villagio Floors, Inc. by downloading/printing them from our website ([www. VillagioWoodFloors.com](http://www.VillagioWoodFloors.com)) or emailing a request to [info@ VillagioWoodFloors.com](mailto:info@VillagioWoodFloors.com)

Structural Warranty

Villagio Floors, Inc. warrants that the residential flooring sold under this Warranty is, at the time of sale, free from defects in material and manufacture and that it conforms to Villagio Floors, Inc. standard specifications for the product category. Villagio Floors, Inc. further warrants that, when installed and maintained according to Villagio Floors, Inc. specifications, and when used according to its intended purpose, the flooring will not delaminate, separate, buckle or cup as a result of a manufacturing defect.



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Stair Nose Structural Warranty

Villagio Floors, Inc. warrants to the original retail purchaser that the nosing will be free from defects in material and workmanship when installed and maintained according to Villagio Floors, Inc. specifications. If a nosing fails, Villagio Floors, Inc. will replace or repair, at its option, for as long as the original retail purchaser still owns the property where the nosing was installed. Inspect nosing before installation; once any material is installed it is considered accepted and approved. Although nosing is designed to be the closest representation of the actual floor, variation in color, texture, shading, grain, knots & distressing may be evident and, in some species, even extensive. This is normal and is not considered a defect.

PLEASE NOTE: Nosing and trim are not covered by a finish warranty.

Warranty Exclusions

- ❖ Checks, splits, or delamination caused by improper environmental conditions.
- ❖ Failure to maintain the environment at a humidity range of 30%-50% year round and a room temperature of 60° to 80°F.
- ❖ Color variations in flooring are a natural occurrence due to the species, age, character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
- ❖ Due to color variations of product and/or samples, Villagio Floors, Inc. is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and any existing moldings.



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- ❖ Normal exposure to sunlight will bring about changes in the shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.
- ❖ Improper installation/maintenance and failure to adhere to Villagio Floors, Inc. installation/maintenance instructions.
- ❖ It is the responsibility of the installer and/or the homeowner to inspect boards prior to installation. Villagio Floors, Inc. accepts no responsibility for costs of product or labor when boards with visible defects have been installed.
- ❖ Indentations or scratches caused by furniture, appliances, pet claws, spiked or damaged heels, pivot points, sand and pebbles or other abrasive materials. Any and all negligence is not covered under this warranty.
- ❖ Damage due to water and/or moisture including, but not limited to, damage resulting from broken or leaking pipes, wet mopping, weather conditions or natural disasters is excluded from Villagio Floors, Inc. warranties.
- ❖ Insect infestation after product leaves Villagio Floors, Inc. facilities.
- ❖ Abuse, neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals, etc. improper cleaning or maintenance products.
- ❖ Squeaking or popping sounds on stapled or nail down products.



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This Warranty is made subject to the following conditions:

This Warranty does not cover damage to the finish as a result of incorrect maintenance, accidents, neglect, or abuse, to include damages such as scratches, indentations, or discoloration. All claims against surface wear must be easily visible, be at least 10% of the entire floor and must exceed 200 square feet. Gloss reduction is not considered surface wear. In the event of a finish defect, Villagio Floors, Inc. will, at our option, repair the defective planks, replace the defective planks, or refund the amount equal to the price paid for the portion of the defective planks at an amount prorated from the date of installation. This is the sole and exclusive remedy under this Warranty. Additionally, the use of any non-conforming adhesives will void the warranty.

In order to be covered under this limited warranty, the flooring must be properly installed by a licensed flooring contractor in accordance with all installation instructions provided to you with the flooring. This warranty does not cover damage arising from improper installation of the flooring. In order to be covered under this limited warranty, the flooring must be purchased from an authorized dealer of Villagio Floors, Inc. products. Villagio Floors, Inc. offers no additional warranties, express or implied, other than those set forth herein. Neither your retailer nor anyone else has the authority to alter the terms of this warranty. Any representations or promises made by your retailer or installer are not binding on Villagio Floors, Inc.



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Additional Notes:

Villagio Floors, Inc. considers flooring that has been installed as that which has been accepted as ordered. Prior to the installation, the homeowner, dealer, or installer, has the responsibility to inspect the product to ensure proper milling, specie, color, grade, finish and integrity of structure. The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause. No credit will be given for boards that have been installed with visible signs of defects or variances.

This warranty does not cover damages caused by or relating to improper transportation, storage, or installation of the flooring. This warranty does not cover **any** defects unless the square footage of such defective flooring exceeds ten percent (10%) of the total square footage of your purchased flooring.

This warranty does not cover manufacturing defects in flooring that has been installed which are visible or which reasonably could have been discovered by you or your installer prior to installation. You must notify Villagio Floors, Inc. of any such manufacturing defects before installing said flooring. If not properly notified, Villagio Floors, Inc. shall not be held liable for any costs or expenses incurred as a result of the purchase or installation of any such defective or unsatisfactory Flooring.

Due to the natural materials and unique finishing processes, Villagio Floors, Inc. wood products may experience tonal and color variation between planks depending on time in or out of the box and conditions such as weather, temperature, location, moisture levels or proper maintenance and installation. To avoid dramatic variation mainly caused by aging, it is recommended installation be completed from the same lot.



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Claims Services

Any claim under these warranties shall be made by contacting your retailer within 30 days of detection. Proof of purchase, including the date of purchase, must be presented to make a claim. All claims must be filed through your Villagio Floors, Inc. dealer. If Villagio Floors, Inc. accepts a claim under this warranty it will repair or replace, as its portion and discretion, the affected Villagio Floors, Inc. materials. If the design for which a claim is made is no longer available, Villagio will replace the affected Villagio Floors, Inc. material with another design of equal value. However, Villagio Floors, Inc. will not accept any responsibility to pay for shipping and handling for any replacement Flooring, along with any and all other costs related to the defective flooring (e.g., labor to remove flooring, labor to install replacement flooring, additional materials required to install replacement flooring, removal of any household fixtures or furniture required to repair or replace the flooring, hotel stays required due to repair or replacement, etc.). Due to the nature of the product, replacement flooring is not guaranteed to match the original flooring in terms of color, tone, pattern or other natural characteristics of wood. These warranties are not transferable. They extend only to the original end-consumer.

DISCLAIMER

Villagio Floors, Inc. DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LOSS OF USE OF FLOORING/FACILITIES/EQUIPMENT, LOSS OF PROFIT OR REVENUE. BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

This writing is the complete and exclusive statement of the Warranty, and is in lieu of all other express and/or statutory warranties. No waiver or amendment shall be valid unless in writing and signed by an authorized representative of Villagio Floors, Inc.