



Tradex Global Engineered Hardwood Flooring Warranty

Tradex Global provides a comprehensive 30 year warranty covering its engineered hardwood flooring.

Installation Warranty

We warrant our floor installations for long-lasting performance. This full 30 year warranty applies to all of our engineered residential flooring, provided the floors are installed according to the guidelines (see Installation Guide at [Tradex.Global](https://www.Tradex.Global)) using approved application.

Visual Appearance Warranty

Each plank of Tradex Global residential flooring is carefully inspected by our quality control personnel prior to leaving our factory. We urge you and your installer to inspect each plank prior to installation. In the unlikely event that you encounter a visually-defective plank prior to its installation, we will replace it free of charge. Simply return it with your receipt to your retailer for your free replacement. This warranty does not extend to cover flooring after installation. See Exclusions and Liability Limitations below.

Structural Warranty

Our quality is more than skin deep and we extend our residential warranty to cover the structural integrity of every board. All of our hardwood flooring is processed using a sophisticated bonding system with each plank constructed under intense heat and pressure to ensure quality. In the unlikely event that the bonding or other structural aspect of a plank fails within the first year following installation, we will, at our option, either repair or replace the defective plank free of charge. If failure occurs more than one year after installation, we will replace the defective plank, exclusive of the costs of removal, reinstallation or refinishing. See Exclusions and Liability Limitations below.

Moisture Protection Warranty

Our floors are specifically designed to withstand the effects of normal moisture or dryness. If installed and maintained in strict accordance with our instructions (see Installation Guide at [Tradex.Global](https://www.Tradex.Global)), we warrant our floors against damage caused by normal moisture and arid conditions. Should our flooring fail under normal moisture conditions, we will, at our option, repair or replace the damaged flooring one time, exclusive of the costs of refinishing. See Exclusions and Liability Limitations below for normal conditions and other exclusions and limitations.

Wear Through Warranty

Developed with the latest industrial technologies and full experience in manufacturing wood products, our hardwood flooring is warranted not to wear through for 30 years, from the date of original purchase. This warranty extends only for wear areas which cover at least ten percent (10%) of the surface area of the installed floor. See Exclusions and Liability Limitations.

Radiant Heat Performance Warranty

If installed and maintained in strict accordance with our instructions, Tradex Global will extend its normal Structural Warranty and Moisture Warranty to its residential flooring products in radiant heat applications. Warranty extends only to float-in applications. See Exclusions and Liability Limitations below.

Resurfacing Warranty

A wood floor's greatest asset is its ability to be refinished to look like new - impossibility with carpet, vinyl, plastic laminates, or ceramic tile. We warrant that, when used under normal residential conditions and in accordance with Floor Care Guide, our residential flooring may be resurfaced 2-3 times by removing the existing finish and replacing it with a new compatible coating. In order to qualify, resurfacing must be performed by qualified persons knowledgeable in refinishing techniques the resurfacing may not result in the removal of more than $1/32$ " of the existing surface. Tradex Global in no event warrants your ability to remove or alter coloration or remove dents, scars or scratches and, of course, since we have no control over the actual resurfacing process, once the factory surface is altered or removed, neither the Surface Warranty nor the Moisture Warranty apply. Other exclusions apply. See Exclusions and Liability Limitations below.



Exclusions

Tradex Global warranties described above will not apply and will not in any way be liable in the event of:

- A. **Improper Installation.** Performance of the flooring is highly dependent upon proper installation. Accordingly, installation must be in strict accordance with the instructions and recommendations found in our Installation Guide.
- B. **Improper Maintenance.** Maintenance must be in strict accordance with the instructions and recommendations of the Floor Care Guide.
- C. **Normal Environmental Conditions.** Our products are warranted to perform in what we consider to be normal residential applications. Any exposure to excessive heat or moisture may cause damage to the flooring and is not covered by warranty regardless of cause or source. Damage caused by environmental conditions outside of tolerance specified in the Installation Guide and Floor Care Guide is excluded from any and all warranty coverage.
- D. **Misuse.** As well as we make our flooring, we cannot be expected to, and will not, assume responsibility for damage caused directly or indirectly by misuse, abuse, accident or use that is not consistent with our Installation Guide or Floor Care Guide. Accordingly, no warranty, expressed or implied, is provided for any damage due to inadequate care or other causes noted in the Installation Guide or Floor Care Guide including, without limitation, stains, damage caused by heavy items, by impact, scratches, scarring, denting, extreme heat, damage from moisture caused by wet mopping, spills or standing water, etc.
- E. **Alterations/Repairs.** Alterations to any product will avoid any and all expressed or implied warranties, including merchantability or fitness for particular purpose. No warranty is provided to cover repairs or resurfacing and repairs or replacements shall not extend warranty period.
- F. **Reinstallation.** In the event that Tradex Global is obligated, or elects, to replace or reinstall warranted planks, Tradex Global shall in no manner be obligated to provide for or incur the costs of removing or reinstalling the defective flooring or resurfacing or refinishing the replaced or surrounding flooring or to provide for the cost thereof unless and to the extent expressly provided in the Warranty Description, above. No obligation to replace or repair shall extend to any subfloor materials, adhesives, supplies or other items consumed in the course of removal, installation, or refinishing.

G. Normal Variances. Wood is a natural and living product and variations in color, grain pattern and/or texture normally occur in the original materials and are not defects and no warranty shall apply thereto. Installed flooring will change in coloration over time, and this is also a natural characteristic of wood products for which no warranty is provided. Exposure of all or portions of the installed flooring to direct sunlight may cause variations in color, and such variations in color are not covered by warranty.

This warranty applies to Tradex Global residential flooring products and covers only such products purchased on or after the date set forth above. The warranty is not transferable and is extended only to the original consumer purchaser and for the original installations. All warranties expire upon sale, transfer or relocation of the installed product or installation location.

Liability Limitations

The above statement of warranty is the only warranty, expressed or implied, provided by Tradex Global for its name brand residential flooring products for residential applications involving light to normal traffic conditions. No warranty is provided for installation of our residential flooring products in industrial or commercial applications.

Except as stated herein, no other warranty, express or implied, is provided, including any warranty of fitness for a particular purpose. No retailer, installer, dealer, distributor, agent or employee has authority to increase the scope or alter the terms or coverage of this warranty. No agreement to repair or replace shall in any event act to extend the period of coverage of any warranty provided.

In no event shall Tradex Global be liable or in any manner responsible for any claim, loss or damage arising from the purchase, use the inability to use its products or from any form of special, indirect, incidental, or consequential damages, including, without limitation, lost profits, emotional, multiple, punitive or exemplary damages (see below) or attorneys fees, even if Tradex Global or its representatives have been advised of the possibility of such damages before sale. In no event shall Tradex Global be obligated to cover the costs of old or new materials other than its flooring products even if recommended by Tradex Global, and any warranty thereto is limited to the warranty, if any, provided by the original manufacturer. In no event shall Tradex Global liability exceed the amount Tradex Global actually received upon distribution for the defective



materials at issue. Any claim for warranty coverage must be made within one year of the date upon which the defect first became known or first should have been discovered.

All claims must be made in writing, initiated by your Authorized Dealer. Please note, however, that in order to make any claim under this warranty, written evidence of the purchase date and the identity of the original purchaser and installation location must be provided and without such proof, no warranty coverage will apply.

This warranty gives you specific legal rights and you may have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages, and in such event, the exclusions and limitations set forth above shall be deemed altered to the least extent possible to be enforceable. Accordingly, some of the above limitations may not apply to you.

