

Windsor Plywood

HARDWOOD AND LAMINATED FLOORING INFORMATION

ATTENTION: THE PURCHASER MUST READ PRIOR TO INSTALLATION

The Purchaser is responsible for:

- Supplying a copy of this sheet to his/her hardwood flooring installer and discussing all issues with the installer
- Confirming correct quantity, type and grade prior to purchase. While Windsor Plywood's staff may assist the Purchaser, we do not bill for these services, and as such we cannot accept liability. If the Purchaser is uncertain we recommend, but accept no liability for, the assistance of a professional flooring installer.
- Contacting Windsor Plywood if she/he feels there is any problem with grade, milling or finish, BEFORE installation. Windsor Plywood does not guarantee any grade solid wood, wood engineered or laminate flooring against scratching, denting, cupping, buckling, warping, product expansion, shrinkage, slipping, popping or heaving *after the installation*. These problems are related to improper installation or job site conditions, over which we have no control.
- Inspecting and approving the quality of each piece. The Purchaser must use reasonable selectivity, cutting off or withholding pieces with glaring defects BEFORE installing.
- Abiding by the Installation Precautions contained herein, as well as those supplied by the Manufacturer.
- Controlling job site environment and physical conditions, prior, during and after the installation is complete. The Purchaser is responsible for testing and documenting the moisture content of the flooring and sub-floor during installation, as well as the job site temperature and humidity levels, prior and during the installation.
- Reading and understanding the Manufacturer's warranty with respect to its limitations, restrictions and exclusions.

REAL WOOD AND LAMINATE FLOORS

Beautiful hardwood is a product of nature and therefore, not perfectly uniform. The Purchaser must understand that:

- Hardwood flooring is not manufactured from furniture grade lumber. There are colour and grain variations from board to board. All grades will contain defects.
- Actual shipments of material may not always conform exactly to colour illustrations or to samples.
- When working with wood, there will always be a waste factor, no matter what specie or grade you buy. The less expensive the grade, the shorter the lengths will be, with more defects present. Industry standards permit a defect (natural or manufacturing) tolerance of 5%. Up to 5% of your purchase may be below the grade of wood you purchased. To allow for this, the Purchaser must add a minimum of 5% to the actual square footage needed as an allowance for cutting waste and defects. A Manufacturer's liability is limited to replacing only the material that is in excess of 5% defect rate, at its sole discretion, and will be based on allowable defects for the grade purchased.
- Use of stain, wax, filler or putty stick for defect correction during installations should be accepted as normal procedure.

REAL WOOD SITE-FINISHED FLOORS

- Site finished floors, i.e. those finished and sanded on site, may have small imperfections such as tiny bubbles, specks of dust, and an occasional hair or brush bristle. These will wear off as you use the floor.
- You cannot expect a tabletop finish. Each piece of wood flooring sands differently depending on its grain, making it virtually impossible to obtain a completely flat finish.
- Your floor will have some cracks. Wood will contract or expand naturally due to changes in temperature and humidity, with resulting small separations between boards. Although rare, your floors may have a squeak due to temperature or sub-floor changes. The level of the finished floor will follow the contour of the sub-floor.

REAL WOOD PRE-FINISHED FLOOR

Since the Manufacturer of the flooring has no control over conditions of installation, no warranty (expressed or implied) is made except that grade and the manufacturing is *guaranteed to be within recognized standards of the wood flooring industry*. A Manufacturer's Pre-finished Wear Warranty will not cover damages caused by:

- Misuse, abuse or accident
- high-heeled shoes, heavy furniture, heavy equipment, pets
- impact, scratches or scarring caused by sharp or pointed objects, roller chairs or furniture
- high wear or high traffic areas of the home
- sunlight - including discolouration or yellowing. Floor areas under rugs or furniture will fade slower than areas directly exposed to sunlight.
- Note: Gloss reduction is not considered surface wear and is not covered under any warranty.

Do not make your flooring purchase based on Manufacturer's warranty, as exclusions typically render most warranties ineffective. Base your purchase on the physical properties of the product and your estimate of its life expectancy in your home, given foot traffic, pets, wheel chairs, or other conditions. Understand that any Manufacturer's warranty is an agreement between you the Purchaser and the Manufacturer, and the Manufacturer's ruling on any complaint is final.