



LIMITED RESIDENTIAL WARRANTIES

These warranties, which begin from the date of purchase, apply to products used in dry residential applications. These warranties apply only as long as the original purchaser owns and resides in the home where the product was originally installed.

These limited warranties apply to you only if you: (1) are the original purchaser of any Green World Industries first quality engineered hardwood floor; (2) have paid in full for your hardwood floor, and (3) have purchased the hardwood floor for your own personal residential use and not for resale. These warranties **ARE NOT** transferrable or assignable and they **DO NOT APPLY** to nonresidential properties, rental properties, or properties used in whole or in part for commercial uses.

If professionally installed, Green World Industries will pay the reasonable labor costs to perform the replacement or repair during the first five (5) years from the date of the original purchase. In the event that the style installed in the home is no longer available, Green World Industries will authorize your dealer to replace the affected floor with another style of equal value. This is the purchaser's sole and exclusive remedy for claims under the limited warranty.

During the warranty period, should you have any problems with your Green World Industries floor, please contact the authorized dealer who sold the product within 30 days from the date the problem occurred. Please note that these dealers are not authorized to make any decisions regarding warranty coverage or any remedies under the warranty. Green World Industries must be given the opportunity to inspect the floor while it is still installed to determine any warranty coverage or remedy. Failure to timely report the problem or defect or failure to allow Green World Industries the opportunity to inspect the floors while installed will result in the waiver of the warranty and/or will void the warranty.

LIMITED STRUCTURAL WARRANTY

Green World Industries warrants that all of our first quality engineered hardwood flooring, at the time of their original manufactured condition, will be free from manufacturing defects in material and workmanship including milling, assembly, dimension, and grading. Green World additionally warrants that these engineered hardwood floors will not delaminate when properly installed and maintained according to Green World Industries' installation and maintenance and care instructions, guidelines and procedures. This warranty is solely to the original purchaser of the goods who has paid in full for the hardwood flooring and is not transferable or assignable. This limited structural warranty does NOT apply to non-residential properties, rental properties, or properties used in whole or in part for commercial purposes.

LIMITED WARRANTY FOR RESIDENTIAL FINISH WEAR

Green World Industries warrants that all of our first quality engineered hardwood flooring, when used under normal residential traffic conditions and usage and with strict adherence to our installation, maintenance and care instructions, that its surface wear layer will not wear through or peel off of the hardwood flooring during the length of the warranty of the product you purchased. Please **NOTE** that this limited warranty extends only for defects that cover at least 10% of the surface area of the installed flooring. Please also **NOTE** that **gloss reduction, scratches and dents** in the finish are **NOT** considered surface wear and are not covered under this or any warranty.

WARRANTY EXCLUSIONS

The following list contains items or situations that are **EXCLUDED BY AND ARE NOT COVERED UNDER WARRANTY:**

- Wood is a natural product and contains natural variations in color, tone, graining and knotting. Green World Industries does not warrant against natural variations in color or any other variations in color such as mineral streaks, small knots, and grain variations from plank to plank.
- Green World Industries does not warrant against natural variations in colors, natural attributes, or gloss levels between samples and installed flooring. Any sample shown or used by your seller is for demonstrative purposes only and does not create a warranty of any kind or character that the goods you purchased will conform to the sample. Any warranties based upon any such sample is specifically disclaimed and excluded.
- Damage caused by the failure to install, care, or maintain the floor according to Green World Industries' instructions and/or the guidelines and instructions recommended by the National Wood Flooring Association ("NWFA").
- Damage caused by the improper storage, handling or installation methods; improper preparation of or deficiencies in the subfloor, floor joist assembly, or voids in the subfloor; and/or damage caused by other manufacturers' products.
- Damage caused by construction traffic or other subcontractors; abuse to the surface of the floor; use of non-recommended nailers, staplers, or adhesives; scratches from sands, grits and/or debris from construction; accidents; abuse; misuse; lack of or insufficient furniture leg protectors; improper protection while moving furniture or heavy objects; damage caused by pet claws or chewing; and/or damage caused by nails and other abrasives.
- Flooring installed in a property used in whole or in part as a rental property for any period of time is not covered by any warranty and is excluded from any warranty coverage of any kind or character.
- Flooring installed in a commercial property, non-residential property, or property used in whole or in part for commercial purposes is not covered by any warranty and is excluded from any warranty coverage of any kind or character.
- Flooring installed in a property used for any period of time in whole or in part as an "air bnb" or the like is excluded from warranty.
- Damage caused by man-made or natural disasters, including but not limited to leaking or broken plumbing, landscape watering/irrigation, fire, flood, earthquake, insect infestation, or standing water during or after construction.
- Damage caused by moisture infiltration from side walls, through the subfloor or from any source. •

Normal wearing of the finish in high traffic areas, pivot points and seating areas.

- Cracks or checks in the surface and damage caused by improper environment, fluctuations in

humidity, or too low or high humidity.

- Damages as a result of acts of God.
- Alterations to the finish or non-factory applied finishes.
- Gloss reduction, scratches and dents in the finish are not considered surface wear and are not covered under our warranty.
- Green World Industries' products are not warranted against squeaking, popping or crackling. Some squeaking, popping or crackling is possible when using floating installation methods or staple-down or nail-down installation methods.
- Our floors are not warranted against staple or nail pullout from the subfloor.
- Alterations or modifications of the original manufactured products, or not following NWFA installation guidelines.
- Damages arising from subflooring, plumbing breakage or leakage and similar catastrophes, and failures arising as a result of hydrostatic pressure.
- Water damages from pipes leaking, broken plumbing, standing water and spillage of fluids. •

Change of shading as a result of exposure to or being hidden from direct or indirect sunlight.

- Damages from not using recommended cleansers for UV polyurethane finished and oil finished wood flooring, resulting in a damaged or dull finish.
- Delamination as a result of excessive moisture in the surrounding environment and/or substrates. •

Insect infestation. This warranty does not cover any damages caused by insect infestation.

- Failure to allow Green World Industries to inspect the floor while it is installed will void any claim.
- This warranty does not include the cost of labor if the flooring is installed by other than professional installers.
- Downgraded Product. Warranties do not apply to any products designated or sold as B-grade or Cabin grade, or which is sold "as is".
- Wood can be photosensitive and will change color as they age or are exposed to UV light. As this is a natural occurring phenomenon, it is NOT considered a material defect and is excluded from coverage under the provisions of Green World Industries Limited Warranty. You can minimize fading and discoloration by: 1) Avoiding rubber backed mats that may discolor your floor; 2) change the location of your rugs periodically. Rearrange more frequently if they are placed in front of doors and windows; 3) Use light filtering window treatments (i.e. blinds, drapes, window film) that will help prevent sunlight exposure; and 4) rearrange furniture seasonally to allow the flooring to darken and age uniformly.

Please note: If completing a flooring extension or board replacement after the original installation has been down for a period-of-time, the new flooring will have a different appearance. As the material is exposed to natural light, it should eventually blend in with the surrounding areas. However, due to the age of your flooring, surface wear (and/or) exposure to UV light, Green World Industries cannot guarantee replacement flooring will be a perfect match to your existing products. Remember that color variation is to be expected with natural products.

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 RESIDENTIAL FINISH WEAR DESCRIBED ABOVE. GREEN WORLD INDUSTRIES 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 GREEN WORLD INDUSTRIES OF THE EXPRESS AND IMPLIED WARRANTIES ARISING FROM THIS SALE. THESE WARRANTIES EXCLUDE CONSEQUENTIAL AND INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO REMOVAL OR DAMAGE TO MOLDINGS, CABINETS, BUILT-IN APPLIANCES, CARPETING, DRYWALL, WALLPAPER, PAINT, AND ALL RELOCATION COSTS ASSOCIATED WITH ANY REPAIR OR REPLACEMENT OF THE FLOORING. YOU UNDERSTAND AND AGREE THAT ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE SOLELY YOUR RESPONSIBILITY AND ARE EXCLUDED AS A POTENTIAL REMEDY FOR ANY BREACH BY GREEN WORLD INDUSTRIES OF THE EXPRESS AND IMPLIED WARRANTIES ARISING FROM THIS SALE. SOME STATES DO NOT ALLOW LIMITATIONS ON THESE AVAILABLE REMEDIES, OR THE LENGTH OF AN IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATIONS ON THE AVAILABLE REMEDIES, OR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY 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, OR BY YOUR SELLER, ARE NOT WARRANTIES AND ARE NOT A 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 OR IN THE UNITED STATES DISTRICT COURT FOR THE WESTERN DISTRICT OF TEXAS.

TO FILE A CLAIM

Any claim for warranty must be made in writing within 30 days after a problem has been detected or it is waived. Please direct all claims to the retailer where the flooring was purchased. Green World Industries reserves the right to have a representative of its own selection to inspect the site and product while the flooring is still installed and to be involved in the final evaluation.