

## Warranty Information

### Structure and Wear Layer Warranty

Real Wood Floors (hereafter "RWF") hereby warrants to the original owner that the factory applied wear layer of RWF brand Allude Unbelievably Resilient Flooring (hereafter "Allude") will not wear through or lose adhesion to the SPC core as a result of normal use for the duration of the warranty period, provided they are installed and maintained in accordance with installation and maintenance guidelines. Diminished gloss, scratches and dents are not considered wear through of the finish. In the event the wear layer is worn through or releases from rigid core, RWF will, at its option, repair, replace or provide replacement material for the affected planks.

Workmanship, installation or reinstallation labor are not covered by this warranty. The warranty applies to defects in excess of 10% of the total square foot purchased.

This warranty is extended to the original end-user of the goods and is not transferable.

### Warranty Period

<i>Product</i>	<i>Residential Use</i>	<i>Light Commercial Use</i>
Reminiscent Collection	Lifetime	10 years
Redolent Collection	40 years	5 years

### Light Commercial Definition

Examples of light commercial applications are doctor's offices, business conference rooms, etc. Heavy traffic locations such as restaurants are not considered light commercial applications and would not be covered by this warranty. The same exclusions pertaining to the residential warranty apply to the light commercial warranty.

### Waterproof Warranty

Allude flooring planks are waterproof, and moisture will not affect the integrity of individual planks. However, it is possible for moisture to pass through or collect in the seams between planks, between any transitions and flooring, and along the perimeter of the room. Allude is waterproof. Fixtures on, adjoining, or under flooring can be damaged by standing water. Damage caused by moisture covers only the Allude flooring and explicitly excludes all other damage. This warranty excludes any damage from mold, flooding, leaky plumbing, appliances or any moisture from exterior sources. Remove all standing liquids and moisture immediately.

Allude flooring is not a moisture barrier. This warranty excludes any damage caused to the subfloor due to moisture.

During the warranty period, RWF warrants that your floor will not warp, curl, crack, or cup due to:

- Recommended cleaning procedures.
- Incidental spills typical of a residential setting

### NOT COVERED BY THIS WARRANTY

- Fire, flooding, exposure to standing water or intentional abuse damage is not covered by this warranty.
- Moisture damage to surrounding structures, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements is not covered by this warranty.
- Mold and mildew growth damage due to prolonged exposure to moisture is not covered by this warranty.

## Warranty Information

### **NOT COVERED BY THIS WARRANTY continued**

- Outdoor installation of Allude is not covered by this warranty.
- Damage caused by vacuum cleaner beater bar, rolling caster wheels, and cutting from sharp objects. When vacuuming, we recommend using the wand attachment on your vacuum.
- Indentation or damage from high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors is not covered by this warranty.
- Damage from moving appliances across the floor without adequate protection is not covered by this warranty. Appliances or heavy furniture should have adequate protection when being moved. A plywood panel laid on top of a blanket will protect the floor from scuffing and tears when moving furniture.
- Scratching or diminished gloss is not covered by this warranty.
- Color or texture variations between samples, online photos, printed color photography, and the actual material is not covered by this warranty.
- Floors sold "as is" without warranty are not covered by this warranty.
- Floors that are installed in structures other than owner occupied, tenant-occupied residences or light commercial are not covered by this warranty.
- Installation-related damage, including defects due to installation not in accordance with RWF installation guidelines, is not covered by this warranty.
- Damage from improper subfloor preparation including undulation greater than 1/8 inch in 4 feet is not covered by this warranty.
- Damage from pets (urine, claw marks, etc.) are not covered by this warranty.
- Labor costs of any kind are not covered by this warranty.

### **Important**

ORIGINAL OWNER AND INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. RWF ACCEPTS NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE OR MEASURABLE DEFECTS HAS BEEN INSTALLED.

### **How to Make a Claim**

In the unlikely event that any portion of your floor should fail, with respect to any of the provision of this warranty, RWF, at its sole discretion, to the original purchaser, will repair, refinish, or replace such portion with the same Allude floor or another Allude floor of equal value at no cost to you. This provision does not include labor costs, relocation or living expenses, removal or installation of new flooring or the removal or replacement of cabinets, furniture and other fixtures.

To file a claim, first contact RWF for instructions. RWF will request your contact information, the date of purchase, company Allude was purchased from, installer, and the sales invoice and receipt. Claims must also be filed within the warranty coverage period, and information verifying the date of purchase will be requested. RWF reserves the right to have a designated representative inspect the floors and remove samples for technical analysis.

This writing is the complete and exclusive statement of the warranty, and is in lieu of all other express and/or statutory warranties. RWF assumes no liability for incidental or consequential damages. However, some states do not allow this exclusion and may not apply in such cases. This warranty gives you specific legal rights that may vary from state to state.