



## **Baltic Treasures USA FLOORING WARRANTY**

### **Residential 25-Year & 3-Year Commercial 3-Year Limited Warranty**

Baltic Treasures USA Flooring warrants, to the original purchaser (cannot be assigned or transferred), that it is first quality material, in its original manufactured condition, will be free from any manufacturing defects in milling and dimension. Baltic Treasures USA Flooring engineered wood flooring is warranted against de-lamination of the top layer due to bond line failure. This limited warranty does not cover the normal expansion and contraction of wood flooring due to seasonal changes.

Baltic Treasures USA Flooring warrants, to the original purchaser, that the factory finish will not wear through or separate from the wood for 25-years residential /3-years commercial from the original date of purchase, on all prefinished flooring sold by Baltic Treasures USA Flooring.

FROM END OF FIRST YEAR THROUGH END OF WARRANTY PERIOD (COMMERCIAL – 3 YEARS, RESIDENTIAL – 25 YEARS), Baltic Treasures USA Flooring will supply finishing materials for repair of affected areas, free of charge but will not pay labor costs for refinishing. This offer does not include incurred costs such as furniture removal, substrate materials, and supplies. Incidental damages are also excluded from warranty, including but not limited to loss of use of flooring or facilities/equipment, loss of profit or revenue, downtime, etc. This writing is the complete and exclusive statement of the limited warranty and is in lieu of all other expressed and/or statutory warranties. Baltic Treasures USA Flooring assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion of limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may have other rights as they vary from state to state.

Failure to follow NWFA Installation Guidelines will void the Baltic Treasures USA warranty. Issues of workmanship by the installer are outside Baltic Treasures USA control and cannot be covered. Movement due to moisture changes, including construction methods or materials, plumbing, other trades, and weather or natural disasters is excluded. Warranties described herein apply to Baltic Treasures USA flooring only.

**INSTALLATION OF ANY FLOORING CONSTITUTES ACCEPTANCE OF the Flooring, The GRADE, The MILLING, AND The FINISH.**

**CONFIRM PRIOR TO INSTALLATION** that the flooring is of satisfactory appearance, including any variations when mixing widths and/or products of different production times.

Once installed, Baltic Treasures USA will not honor any claims concerning the appearance of the floor.

## Claims Information

In the unlikely event that any portion of your Baltic Treasures USA floor should fail with respect to the provisions of the limited warranties, Baltic Treasures USA Flooring at its sole option, to the original purchaser, will repair, refinish, or replace such portion at no cost to you with the same product or one of equal value. If Baltic Treasures USA is not able to correct the failure after a reasonable number of attempts, Baltic Treasures USA will refund, if requested, the purchase price for that portion of the floor that fails.

To file a claim, first contact the Baltic treasures USA retailer where the original purchase was made. Claims must be filed within the warranty coverage period with information verifying date of purchase, such as the retail sales receipt for the flooring. Baltic Treasures USA Floors reserves the right to have an NWFAs Certified Inspector designated by Baltic Treasures USA to inspect the floor and remove samples for analysis. Any attempt to repair, replace, or refinish prior to Baltic Treasures USA having the opportunity to inspect and approve corrective action will void this limited warranty.

## Baltic Treasures USA Floors Limited Warranty Exclusions

1. Damage in use due to stains, scratches, gouges, cuts, negligence, insects, pets, sand, and other abrasives, improper storage/handling or maintenance, furniture (chair legs or casters), appliances, walkers, canes, scooters, wheelchairs, and misuse or improper alterations of the original manufactured product. Indentations (heavy static point loads or high heels), punctures, burns, accidents, discoloration (caused by tracking residue from carpet or vinyl dyes, painted or asphalt surfaces such as driveways), fading or discoloration from sunlight, excessive temperatures from radiant heating systems or any intentional misuse of the product.
2. Excessive or improper sanding. Contact Baltic Treasures USA Floors Customer Service for instructions before any sanding operations are performed or consult an NWFAs Certified Company.
3. Wear resulting from conditions other than standard residential or commercial pedestrian traffic.
4. Problems due to excessive moisture, alkaline substances, or hydrostatic pressure in subfloor.
5. Excessive wet damp mopping or floor flooding.
6. Gloss reduction from use and the lack of walk-off mats at entryways.
7. Color variation between samples and/or printed illustrations and the actual product.
8. Splits, checks or cracks in the flooring from failure to keep installed flooring consistently above 30% and below 50% relative humidity.
9. Debonding, buckling or warping in the flooring from failure to keep installed flooring consistently below 50% relative humidity. Occasional spikes of relative humidity in the 50-80% range are acceptable, but every effort should be made to keep 30-50% relative humidity. (Use of AC and Dehumidifiers is suggested)
10. Merchandise installed with obvious defects. (The installer is the final Grader, and a board installed is considered a board accepted)
11. Failure to maintain flooring as described in Care & Maintenance instructions.