



25 YEAR FINISH WARRANTY

Viking Hardwood Flooring warrants to the original purchaser that its surface wear layer will not wear through or separate from the wood under normal residential conditions for 25 years from the original date of purchase. Wear through is defined as exposing bare wood.

5 YEAR LIGHT COMMERCIAL FINISH WARRANTY (SOUTH AMERICAN COLLECTION S SERIES ONLY)

Viking Hardwood Flooring warrants to the original purchaser that its surface wear layer will not wear through or separate from the wood under normal light commercial conditions for 5 years from the original date of purchase. Wear through is defined as exposing bare wood. This commercial warranty applies to the South American Collection S Series Solid products ONLY. This 5 year light commercial warranty is applicable to installations in approved interior, non-industrial product applications **without** immediate access to street traffic: offices, hotel rooms and retail stores.

LIMITED LIFETIME WARRANTY

Viking Hardwood Flooring warrants that our hardwood flooring is free from manufacturing defects and will remain free from manufacturing defects for as long as the original purchaser owns the home. Viking Hardwood Flooring warrants their products against all milling and processing defects as long as the flooring is installed in compliance with NOFMA and NWFA wood flooring installation instructions.

INSTALLER RESPONSIBILITIES

It is the installers' responsibility to inspect flooring products before installation. The installer is the final grader of the flooring product. Installation of an inspected floor is considered acceptance of the floor – color, grading, milling, and finish - by the flooring installer. Manufacturing defects and waste are not to exceed five (5%) percent of total square footage purchased, in compliance with industry standards. Damage or excessive moisture content due to storage, transportation and installation is not covered under this warranty.

WARRANTY EXCLUSIONS

The patterns and color variations created in a living tree are representative of nature - never repeated. Naturally occurring wood characteristics such as mineral streaks, knots, variations in grain, shade and color, are not considered defects. A newly installed floor will vary from samples or pictures shown - this variation is not covered by our warranty. Species, age, character and exposure to sunlight may cause new or replacement flooring not to match existing flooring or samples. All wood flooring will undergo natural color changes due to the effects of sunlight and/or ultraviolet light and these changes are not covered by our warranty. Because hardwood flooring is a natural product, it will expand and contract due to seasonal moisture level changes. Cupping and cracks between boards is caused by excessive environmental moisture change that can be controlled by the owner; and therefore, is not covered by this warranty. Area rugs and walk off mats should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.

This warranty excludes indentations, scratches or damages caused by regular use, misuse, negligence, accidents, fire, erosion, insects, pets, spiked or high heel shoes, pebbles, sand or other abrasive debris. Failure to follow manufacture's specific written installation instructions, lack of or improper maintenance, insufficient felt pad protection on bottom of furniture, misuse or improper alterations of the original manufactured product, damage due to water and/or moisture, including, but not limited to, damage resulting from broken or leaking pipes, wet mopping, weather conditions or natural disasters, are all excluded from this warranty.

Gloss reduction is not considered surface wear; therefore it is not covered under this warranty.

This writing is the complete and exclusive statement of the warranty, and is in lieu of all other expressed and/or statutory warranties. Viking Hardwood 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 does not apply to those states. This warranty gives you specific legal rights and you may have other rights as they vary from state to state.

CLAIMS INFORMATION

To file a claim, first contact the Viking Hardwood Flooring retailer where the original purchase was made. The retailer, if unable to resolve the claim, will contact Viking Hardwood Flooring. If unable to contact the retailer, you may contact Viking Hardwood Flooring, Claims Department: 1013 Orchard St., Ferndale, MI 48220. Claims must be filed within the warranty period. The original sales receipt verifying the product and date of purchase is required. Viking Hardwood Flooring, or its representative, reserves the right to inspect the floor and remove samples for technical analysis.

Viking Hardwood Flooring, at its sole option, to the original purchaser, will repair, refinish or replace at no cost to the owner the same product or another product of equal value any portion of flooring that fails with respect to the provisions of these warranties. Viking Hardwood Floors warranties are nontransferable. Written consent from Viking Hardwood Flooring is mandatory before any warranty repair or replacement work may be done.