

Warranty Information

Lifetime Structural Warranty

Throughout the entire manufacturing process, every piece of CRAFT flooring is inspected under the strictest quality control standards. *Creative At Home Inc.* warrants CRAFT Hardwood Flooring to the original purchaser in the original manufactured/purchased condition, to be free from milling defects and delamination for the lifetime of the floor. Any damage due to improper transportation, storage, handling, installation, job site conditions or any other cause, is not covered by this warranty. As per industry standards, *Creative At Home Inc.* reserves the right for a 5% defect allowance, which is not covered under this warranty. During preparation and installation of the floor all installations must adhere to the instructions and information found in the CRAFT *Installation Instructions* document. Installations over in-floor floor heating also require the purchaser to complete the CRAFT *In-Floor Floor Installations Homeowner Responsibility Form* prior to installation and submit it to hello@craftfloor.com to validate the warranty.

30 Year Residential Wear Warranty

Creative At Home Inc. warrants to the original purchaser that, under normal residential conditions, the finish wear layer of CRAFT flooring will not wear through or peel from the wood for a period of thirty (30) years from the date of purchase by the original purchaser. Regular maintenance outlined in the CRAFT *Care and Maintenance* document must be followed in order to validate this warranty. The sole remedy pursuant to this warranty is available to the original purchaser only and shall be limited to the repair, refinishing or replacement of the defective material. If the product cannot be repaired, refinished or replaced after a reasonable number of attempts, *Creative At Home Inc.* will, upon request, refund the original purchase price of the defective floor on a pro rate basis. Any attempt to repair, refinish or replace the defective product prior to inspection by *Creative At Home Inc.* or its appointed agent will invalidate this warranty.

3 Year Light Commercial Wear Warranty

The surface finish for flooring purchased for light commercial use is warranted by *Creative At Home Inc.* to not wear through or separate from flooring for 3 years from the date of retail purchase under normal light commercial traffic conditions so long as all care and maintenance instructions provided are followed. Gloss variation is not considered surface wear. Surface wear must be readily visible and cover at least twenty-five percent (25%) of the total flooring surface area. *Creative At Home Inc.*'s 3-year light commercial finish warranty is for applications of light commercial projects, and for installations in areas located away from outdoor main entry ways or streets.

This warranty does NOT cover food establishments, bars or heavy traffic installations. Warranty coverage mandates proper installation of the floor, according to *Creative At Home Inc.*'s *Installation Guide*, and regular maintenance to minimize damage.

Warranty Information cont'd

Warranty Exclusions

Creative At Home Inc. warranties do not cover any noticeable markings, scratches, dents, splits, cracks, grain raising, checking, edge fracturing, splintering or chipping that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, or exposure to excessive moisture or improper environmental conditions caused by improper handling, installation, water damage, flooding, fire, furniture, shoes of all types, pets, or insects. Furthermore, *Creative At Home Inc.* will not warrant any product that becomes faulty due to improper installation, neglect, environmental extremes, or improper storage of product. Please read and adhere to all instructions and information found in the CRAFT *Installation Instructions* document prior to preparation and installation of the floor. Additionally, the subfloor is the responsibility of the installer. Failure of CRAFT *flooring* relating to the subfloor, in any manner, is not the responsibility of *Creative At Home Inc.* and is not covered under the warranty. The finish wear surface must be easily noticeable and cover at least 25% of the total floor area for a claim to be considered. Any variation or reduction in gloss level will not be considered under this warranty. Small cracks or delamination that develop from improper moisture control, flooding or excessive drying, will not be covered under this warranty. All wood floors will expand and contract with the change of seasons. This warranty does not cover natural expansion and contraction resulting in separation between boards or damage that includes cupping and crowning, caused by low or excessive humidity and/or temperature either during or after the acclimatization and installation process. This warranty does not cover wood flooring installed in full bathrooms with a shower or tub. It is recommended that you maintain a relative humidity of 30-50% in your home by using a humidifier and/or dehumidifier to minimize movement of your hardwood floor. Colour variations are a natural occurrence in flooring due to age, species and exposure to ultraviolet sunlight. For this reason, slight color variations may be encountered, and this is considered normal. Also, normal sunlight may cause slight fading or darkening. This discoloration is a natural occurrence of all wood floors and is not covered under the warranty. Naturally-occurring imperfections and variations in color, grain and appearance are inherent to the nature of the product and are not considered defects. The normal wearing of the finish in high traffic areas, pivot points and seating areas is not covered under this warranty nor are noises including, but not limited to, squeaks, popping, etc. Visible defects should be evaluated by their visibility from a standing position in normal lighting. A product deformity that is not measurable or that is visible only under certain lighting conditions or from a specific angle is not covered under this warranty. *Creative At Home Inc.* may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the defective portion of the floor. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION. FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT. *Creative At Home Inc.* accepts no responsibility for labor or out-of-pocket costs incurred to remove or install products.

What *Creative At Home Inc.* will do in the event of a warranty claim. *Creative At Home Inc.* will, at its option, either repair and/or replace the Flooring which is defective or credit you for the portion of the purchase price attributable to the Flooring which is defective. You are responsible to pay for all other costs related to the defective Flooring (e.g., labor to remove Flooring, labor to install replacement Flooring, additional materials required to install replacement Flooring, removal of any household fixtures or furniture required to repair or replace the Flooring, hotel stays required due to repair or replacement, etc.). Due to the nature of the product, replacement Flooring is not guaranteed to match the original Flooring in terms of color, tone, pattern or other natural characteristics of wood. These remedies are your sole and exclusive remedies under this warranty.