



WARRANTY

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There are no warranties that extend beyond the description provided here. These warranties are given in lieu of all other warranties. There is no warranty of merchantability or fitness for any particular purpose except the express warranties contained in this document. The manufacturer excludes all warranties implied by law or implied by fact which are not expressly set forth. The manufacturer excludes and will not pay any consequential or incidental damages. Repair or replacement is the sole remedy. This warranty is valid only to the original is of the flooring and is not transferable. Any damage caused to the flooring or finishes due to the following will void this warranty.

IMPROPER INSTALLATION

Proper industry recommended installation procedures must be followed, including a dry sub-floor before installation. The warranty is considered void if a sub-floor other than 5/8" thick or greater performance rated plywood or 3/4" thick or greater performance rated Oriented Strand Board is used. Floor joists must be less than 21" on center or be approved by an architect for hardwood floor installation. National Oak Flooring Manufacturers Association (NOFMA) approved staples or nails must be used and placed on minimum 8" centers. For more information about NOFMA, visit www.nofma.org/installation

PROPER STORAGE

The product must be transported and stored in a dry environment. No exposure to moisture of any type should be permitted. Do not store on concrete surfaces.

EXTREME CONDITIONS

The humidity level in the home must be maintained in the 35%-60% range throughout the year using the air conditioning, dehumidification, or humidification as necessary. Excessive humidity beyond the control range may result in swelling of individual boards. Extended periods of low humidity typical of late winter or desert climates could cause the product to shrink. Prolonged exposure to sunlight will cause the boards to change color. Decorative rugs or furniture may cause a "shadow" effect.environmental conditions.

ABUSE OR MISUSE

Warranty does not cover damage caused by shoes in need of repair, sports equipment, furniture, cleaning equipment, sudden impact by hard objects, pet claws, use of abrasive cleaners, or abrasion by any object such as sand or pebbles. Scratches that appear after installation are considered to be normal wear.

WATER DAMAGE

This warranty does not cover damage caused by moisture penetration, flooding, leaking plumbing, overflowed sinks, washing machines, refrigerators, dishwashers, or any similar damage. This warranty does not cover damage due to insect infestation after the product has left the factory. Installation of defective planks is not covered under warranty if installer installs material that has not been properly inspected for flaws in the wood, milling, or finish before installation. This warranty does not include the cost of labor if the original installation is done by anyone other than a professional installation contractor. This warranty will not cover the installation or replacement costs of material that was not properly inspected before installation for visual or structural defects that are eventually rejected by the end user or their agent. This warranty does not apply to products sold or represented as "seconds," "close-out material" or "as is." This warranty gives specific legal rights that may vary from state to state. To obtain service for this warranty, contact an authorized dealer or Graf Custom Hardwood.

MANUFACTURING + STRUCTURAL WARRANTY

Graf Custom Hardwood warrants to the original purchaser that its flooring will remain free from defects in milling, grading within NOFMA/NWFA guidelines. Moisture level of product will be less than 8% upon shipment from flooring manufacturer.

EXCLUSIONS FROM WARRANTY

Graf Custom Hardwood warranty does not cover scratches, indentations or damage to the floor caused by negligence, or damage from any of the following causes:

Abrasives • Water • Spiked heel shoes • Pebbles • Misuse • Pets • Accidents • Natural wood discoloration • Changes in color due to sunlight exposure
Improper maintenance • Insufficient humidity or moisture • Insufficient damage protection in kitchen workstations + underneath furniture • Failure to follow all manufacturer's specific written installation instructions * Poor workmanship by the installer • Bumps and/or dimples created by nailing machines, cleats or staples • Extreme environmental conditions • Excessive humidity or moisture • Insufficient damage prevention • Extreme sunlight • Alterations to original products • Failure to follow recommended wood floor care + maintenance guidelines as set in this document • Wet mopping • Erosion • Insects • Sand Abuse • 6MM Wear Layer or Hickory over radiant heat