

## Nova USA Prefinished Solid Flooring Warranty

### 25 Year Finish Guarantee

Nova USA guarantees to the original purchaser that the product finish will not wear through, or separate from the wood for a full 25 years from date of purchase, when used under normal residential traffic conditions. Nova USA guarantees the product finish against manufacturing defects and flaws in the application of polyurethane aluminum oxide finish.

Flooring must be installed in accordance with the Nova USA Installation and Maintenance guide. Flooring should be inspected before installation. If any defects are discovered before or during installation, notify the dealer of the defects as soon as possible. Do not continue with the installation if defects are discovered. Product quality variations that do not exceed the 5% industry standard is not considered a manufacturing defect. Damage due to transportation, storage and installation is not covered under this warranty.

### Warranty Exclusions

Indentations, scratches or surface damage caused by lack of proper maintenance. Misuse, negligence, accidents, spiked heeled shoes, water, fire, wet mopping, erosion, pebbles, sand other abrasives, insufficient prevention/protection in kitchen working areas, and underneath furniture, extreme environmental conditions, insects, pets, natural wood fiber surface discoloration, poor workmanship by installer, failure to follow all manufacturer's written installation and/or maintenance instructions, misuse or improper alterations or original manufactured products, attempt to repair, replace or refinish prior to Nova USA inspection voids the warranty.

Color variations are a natural occurrence in flooring due to age, species, and exposure to UV light. These color variations are not covered under this warranty. Gloss reduction is not considered surface wear, and therefore not covered under this warranty.

Hardwood flooring is produced from natural products, and therefore, all wood floors will expand and contract due to seasonal moisture level changes. This expanding and contracting is not covered under this warranty.

### Claim Procedure

To file a claim, contact your Nova USA distributor immediately. The distributor will follow the established Nova USA claim procedure and submit Nova USA.

Claims must be filed within the warranty coverage period, and original sales receipt verifying date of purchase will be required, as well as photos or samples of the defective product. Nova USA reserves the right to have a Nova USA representative inspect the floors and remove samples for technical analysis.

Nova USA has the right to repair, refinish, or replace, at no cost to you, the same product, or another of equal value, any portion of flooring that fails with respect to the provisions of these warranties.

Nova USA Prefinished Hardwood Flooring warranties are not transferable.

Written consent from Nova USA is mandatory prior to any warranty repair or replacement.

No installer, retailer, distributor, sales agent or employee of Nova USA is authorized to change or increase the terms or coverage of this warranty.