

# Installation Warranty Guidelines

**Prance Timber Flooring installation service comes with the two years installation warranty, the warranty valid from the date of substantial completion of installation, and for normal residential foot traffic. The original purchaser is covered by this warranty and may not be assigned or transferred.**

## **Warranty Exclusion**

- Products purchased at discount with noted defect.
- Prance Care and Maintenance Guild have to be strictly followed.
- Damages caused by moisture or dryness are excluded such as spills, leaking pipes, wet mopping, failure to control the humidity or temperature, failure to maintain adequate ventilation, subfloor moisture etc.
- Damages resulting by extreme indoor conditions such as radiant, heat; improper maintenance and accidents such as indentions and scratches made by furniture, tools, toys and pets etc.
- Alterations of repairs performed by someone other than Prance Timber Flooring or use of other materials not provided by Prance Timber Flooring are not covered.
- Flooring installed on Stairs.
- Damage caused by risks covered in general Home Insurance.
- Post installation treatment of flooring with fungicides or stain treatments.
- Installations and/or installation methods performed at your request against the advice of the Installation Provider are not covered. Tying into existing installed flooring from another manufacturer is not covered.
- Seasonal gapping due to the wood's expansion and contraction. Natural wood variations INCLUDING grain, color, tone and knots, may exist. Natural wood characteristics are not covered under this warranty.
- Color and shade variations, new or replacement flooring due to natural variations that occur by species, age, growing conditions, exposure to UV/sunlight and other factors. Consequently, these variations should be expected.
- Odd lots and other parties, an odd lot is flooring that is discounted because it did not pass our rigorous inspection process. Accordingly the installation of flooring that did not pass inspection is not covered under this warranty.
- Special, indirect or consequential damages, losses, damages or expenses relating to anything other than the floor itself are not covered.

## **Warranty Disclaimers**

The foregoing is in lieu of all other warranties expressed or implied, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose, except as covered by Common Law. The manufacturer shall not be liable for loss of use or any other incidental or consequential costs, expenses or damages incurred by the original purchaser. This warranty gives you specific rights and you may also have other rights that may vary from State to State.

## **Make a Warranty Claim**

Please Contact us through email, mail or making contact by telephone. Claims must be submitted within forty five (45) days of the date that the problem with the floor is first discovered.