



RESIDENTIAL & COMMERCIAL HARDWAX OIL FINISHED ENGINEERED FLOORS WARRANTY

Lifetime Limited Structural Integrity Warranty

DuChateau Engineered flooring features a multi-ply cross grain construction made from a durable hardwood substrate that is precision milled for a perfect tongue-and-groove fit. DuChateau Floors warrants to the original purchaser its products, in their original manufactured condition, to be free from manufacturing defects in milling, dimension, and grade for the lifetime of the floor. Structural integrity does not cover the normal expansion and contraction that wood floors may experience between boards at different times during the year. If minor separations do occur, they are not covered by this warranty. Cupping, delaminating or crowning due to excessive moisture or humidity is not covered by this warranty.

25 Year Residential Surface Finish Limited Warranty

Engineered Hard Wax Oil finished floors are warranted by DuChateau Floors not to wear through or separate from flooring for 25 years from the date of purchase. Flooring must be used under normal residential traffic conditions, all care and maintenance instructions provided by DuChateau Floors must be followed for warranty to be valid. The use of other products not approved for DuChateau Floors may damage your floor and void the warranty.

3 Year Commercial Surface Finish Limited Warranty

Engineered Hard Wax Oil floors are warranted by DuChateau Floors not to wear through or separate from flooring for 3 years from the date of purchase for commercial applications. Flooring must be used under normal traffic conditions, all care and maintenance instructions provided by DuChateau Floors must be followed for warranty to be valid. The use of other products not approved by DuChateau Floors may damage your floor and void the warranty.

Approved Maintenance Products

DuChateau Floors only approves the use of the DuChateau Parquet Cleaner and DuChateau Maintenance Oil. The use of any other oils or cleaners will void the warranty.

Chateau Collection Disclaimer

DuChateau Floors is purposely selected as a character grade wood and as such, contains all the original defining uniqueness such as open knotholes, pits, worm holes, true craftsmanship hand-scraping and other naturally occurring elements of a character grade floor. Our clients purchase the antique collection flooring precisely for these defining characteristics in order to create a truly vintage look. We suggest you allow 5% waste for cross cutting and removal of cracks and end splits. Allow additional 5% if open knots will be cut out and not filled

Manufacturing Defects

DuChateau Floors warrants Hard Wax Oil Engineered hardwood flooring against manufacturing defects caused by improper milling, grading, and finishing. Damages caused by improper transportation, storage, and installation are not covered. DuChateau Floors is liable only when the defective flooring exceeds 10% of the original hardwood flooring purchase order and will only repair or replace such defective material, excluding the cost of transportation, storage, and installation. Occasional defects in flooring from miss-milling or handling damage do occur. During installation, occasional defects will be encountered including machining snipes, waness, splits, and areas on the face that will not clean up. Simply crosscut out the defects and use the remaining sections to start or finish a row. If your installer discovers a reoccurring problem or determines the waste to be excessive, stop immediately and call your retailer to review the problem before proceeding. DuChateau Floors will at its option, either send replacement flooring or credit you for that portion of flooring which fails to make grade. DO NOT install defective flooring. Flooring that has been installed is deemed to be acceptable. DuChateau Floors shall not be responsible for costs associated with installing, finishing, and/or replacing of flooring installed with obvious defects.

Color & Grain Variation

Wood is a natural material. No two pieces are the same. No two trees are the same. The same species can vary, based on the geographic area from which it was harvested. DuChateau Floors cannot be responsible for claims arising from flooring that possesses a greater range of grain/color variation than found in samples supplied by dealers.

Color Fastness

All woods are sensitive to light and oxygen; therefore over time they will change color developing a unique patina.

Warranty Exclusions

The following is not covered under this warranty agreement:

- Indentations, scratches or damage caused by negligence, water, sand, and abuse.
- Natural occurring changes in color from exposure to light.
- Failure to provide proper environmental conditions, including but not limited to maintaining proper humidity levels.
- Failure to follow manufacturer's installation instructions, including but not limited to failure to use approved adhesives, moisture barriers, and DuChateau Floor maintenance products.
- Surface checking resulting from low relative humidity and/or mildew, discoloration, or cupping resulting from extreme sub floor moisture.
- Poor installation workmanship.
- Improper care and maintenance

Terms and Conditions

The terms of this warranty become valid upon final payment and proper installation of the product. The use of floor care products other than those recommended by DuChateau Floors may damage flooring and void this warranty. Warranty provisions extend to the original purchaser only. Inquiries regarding this warranty should be directed to the retail store where the original purchase was made. If the retailer is unable to satisfy your request, contact in writing the customer service department at DuChateau Floors. EXCEPT AS EXPRESSLY SET FORTH ABOVE, DUCHATEAU FLOORS MAKES NO WARRANTY, EXPRESS OR IMPLIED, WHETHER RELATING TO MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE OR OTHERWISE AND DUCHATEAU FLOORS DISCLAIMS ALL WARRANTIES NOT EXPRESSLY SET FOR THE ABOVE.