

Warranty

Solid Hardwood Floor

25-Year Limited Residential Warranty

Twelve Oaks takes every effort to stringently control the production quality of all of our solid hardwood, from kiln drying to finishing.

Twelve Oaks offers 25-year Limited Residential, from the date of purchase, to the original purchaser of who resides in the area where Twelve Oaks solid hardwood floor was originally installed. This warranty is NOT transferrable. The warranty only applies to first quality material. Second quality, mill trial grade, imperfect and/or special products are sold “as is”, and are NOT covered under this warranty. Proof of purchase and a copy of the original invoice are required to claim the warranty. Any Twelve Oaks material purchase through unauthorized dealer/sources will be excluded all warranty.

Twelve Oaks’ warranties are for replacement or refund of the material only, and do not cover mouldings, accessories and the labor cost such as but not limited to installation, removal of the defect materials, and moving of the furniture or other fixtures.

STRUCTURAL INTEGRITY AND FINISH WARRANTY

Twelve Oaks warrants all first-quality hardwood floors, in their manufactured condition, to be free from material and workmanship defects. This includes milling, assembly, dimension, and grading. Industry standards permit up to 5% of grading deficiencies. Twelve Oaks warrants against delamination, warping, buckling, twisting, and cupping of hardwood products when installed and maintained according to installation instruction.

Should there be any doubts concerning the quality of Twelve Oaks product, the purchaser must call the local authorized dealer before installation. If defect is only made notifiable once the planks have been installed, stop the installation and contact local authorized dealer immediately. Purchaser is given 30 days after discovering the defect and within the period of this limited warranty to make a claim. The surface wear and defect must be readily visible on at least 10% of the floor surface. If Twelve Oaks honors a claim under this limited warranty, replacement of defective board in excess of the 5% allowance will be free of charge. In the case that the product becomes discontinued, Twelve Oaks will replace a board of equal value, quality, and similar design (whenever possible), free of charge.

Twelve Oaks reserves a period of 10 business days, upon receipt of a claim, to inspect the product/jobsite. During this

period, any attempt to repair, replace, or refinish will void this warranty.

WARRANTY EXCLUSIONS

Twelve oaks will NOT accept any claim due to non-compliance with Twelve Oaks’ written policies and installation instruction, shipping damages, the use of improper adhesives, inadequate sub-flooring or improper sub-floor preparation, improper maintenance and care, neglect, misuse or abuse, and/or the lack of proper humidity/temperate control.

The following list of incidences will NOT be covered under warranty:

- Gloss reduction, variation of sheen or color, build-up of dulling finish, or normal wearing from traffic
- Surface damage as a result of insufficient protection and cleaning (i.e. dents, scratches, use of unapproved cleaner)
- Modification and alteration to the factory finish
- Damage caused by water, erosion, insects, burns, fire, pets, Act of God, and any other accidents
- Fading due to direct sunlight and/or artificial lights
- Noises, squeak associated with improper installation, uneven or unlevelled subfloor, non-compliant subfloor conditions, and/or improper care or maintenance
- Seasonal checking and/or gapping
- Warping, cupping (crowning), finish crack/check, shrinking and/or gapping caused by failure to meet required environmental conditions
- Improper use to tools, adhesives during installation

IMPORTANT:

Twelve Oaks require that the relative humidity level where hardwood floor is installed be consistently kept between **35% and 55%**, and room temperature at **65-80°F (18-27°C)**. These ambient conditions are specified in the Installation Instructions and need to be maintained for the life of the solid hardwood floor.

We recommend the purchaser to register warranty at www.twelveoaks.ca, Warranty Registration.

Contact your retail store immediately when you detect a problem. If the retailer cannot resolve the problem and you wish to file a claim, please follow Twelve Oaks Complaint Procedure.