



NUVELLE STERLING LIMITED WARRANTY

Nuvelle Sterling's limited warranty applies to all of our engineered hardwood flooring / 3 ply long strip and plank used as residential and Commercial flooring.

LIMITED WARRANTY:

The Limited Warranty commences from the date of original purchase as stated in the warranty registration form. **Nuvelle Sterling warrants to the original purchaser for residential installation that the floorboards will remain free from manufacturing defects providing that all installation, maintenance & environmental control requirements have been met, and the original purchaser owns and occupies the home. In the unlikely event that any aspect of the plank proves defective, Nuvelle Sterling will repair, or replace the failed planks of your floor.**

The Limited Warranty consists of the following 2 individual limited warranties.

1) NUVELLE STERLING : Residential 25 Years and 3 year Commercial Surface Warranty

Nuvelle Sterling's flooring UV Finish is guaranteed against surface finish wear through for either 25 years residentially or 3 years Commercially not to wear through or separate from Flooring under normal commercial traffic conditions from date of retail purchase so long as all care and maintenance instructions provided are followed. Failure to care for and maintain your Flooring pursuant to instructions may void this warranty. If found defective, we will at our option; refinish, repair or replace the defective area. This warranty covers only surface finish wear of an area greater than ten percent (10%) of the surface area of the installed floor. The warranty does not cover the cost of the removal of defective flooring or installation of refinished, repaired or replacement flooring. A claim against the foregoing warranty must be made during the warranty period to be valid.

2) NUVELLE STERLING : Limited Lifetime Structural Warranty

Nuvelle Sterling flooring is constructed using a bonding system with each board compressed under high pressure and intense heat. This warranty covers defects in materials and workmanship which results in the delamination of the flooring board from the date of original purchase. A claim against the foregoing warranty must be made during the warranty period to be valid.

SPECIFICATIONS

At all times, the temperature in the room should be between 60-80 degrees Fahrenheit and 35-55% relative humidity.

Prior to installation, proper inventory and inspection of all materials must be conducted. It is not the responsibility of Nuvelle Sterling for defects related to improperly stored material. The installer assumes all responsibility for final inspection of product quality. If, for any reason, the material is defective, the installer should report the defective condition to the seller prior to installation. Nuvelle Sterling will replace any defective material prior to installation. Failure to adhere to these conditions will result in the installer and home owner accepting full liability.

It is recommended to install Nuvelle Sterling products in accordance with the most current National Wood Flooring Association (NWFA.org) guidelines and tolerances equal to ANSI-HPVA-NWFA EF-2012 standards. Due to the natural materials and unique finishing processes, Nuvelle Sterling wood products may experience tonal and color variation between planks depending on the amount of time in or out of the box and conditions such as weather, temperature, location, moisture levels or proper maintenance and installation.

EXCLUSIONS

The Nuvelle Sterling Limited Warranty will not apply in the event of the following:

- Flooring not properly installed in accordance with Nuvelle Sterling installation instructions.
- Noises including, but not limited to squeaking, crackling and popping.
- Maintenance not in accordance with the instructions and recommendations found in the Nuvelle Sterling – Floor Care Guide. Damages caused by accidents such as indentations, scratches from sharp objects or dulling of the finish are not covered under this warranty and gloss reduction is not considered surface wear covered by the warranty.
- Damages caused directly or indirectly by casualty, misuse, accident or use that is not consistent with normal residential application. The Nuvelle Sterling Limited Warranty also does not cover damage or defects caused by heavy or concentrated foot traffic, dents or cuts, including, without limitation, caused by pets, spikes or high heeled shoes or failure to use walk-off mats to protect the Nuvelle Sterling Wood Floor from sand, gravel or other abrasives.
- Our products are warranted to perform in normal residential and commercial application. At all times, the temperature in the room should be between 60-80 degrees Fahrenheit and 35-55% relative humidity.
- Any exposure to high or low temperatures or moisture beyond the ranges stated in the preceding sentence may cause damage to the flooring and is not covered by warranty. The warranty does not cover damage caused by insects, floods, and plumbing leaks. Cracking or checks of the surface caused by humidity outside of the foregoing range is not covered by the warranty. Excessive humidity causes cupping or buckling, so it is important to use an air conditioner or dehumidifier in humid months. Expansions and contractions are not considered defects and are not covered by this warranty.
- Alterations to any Nuvelle Sterling flooring product (including, without limitation, repairs or resurfacing by or on behalf of the end user), will void any and all warranties whether express or implied. Resurfacing, repairs or replacement by Nuvelle Sterling representatives shall not extend the warranty periods.
- Wood is a natural and living product and variations in color, grain, pattern and/or texture normally occur in the original materials; and, among other things, mineral streaks and small knots are natural wood characteristics. The Nuvelle Sterling Limited Warranty does not apply to such variations, nor does it apply to changes in coloration over time in installed flooring, which is also a natural characteristics of wood products. Exposure to direct sunlight or partial exposure (e.g. caused by area rugs or furniture placement) may cause variations in color and such variation is not covered by the Nuvelle Sterling Limited Warranty.

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WARRANTY CLAIM, RECTIFICATION AND REPLACEMENT

If a design for which a warranty claim is made is no longer available, and if Nuvelle Sterling does not elect to refinish or repair the defective product, Nuvelle Sterling will replace the defective product with another design of equal value. Please note that due to natural variations in hardwood flooring, even if the same design is available, the replacement of a defective area may not result exact matching terms of color, tone, pattern or other natural characteristics of wood, and the end user will accept such variations in replacement product.

- We shall in no manner be obligated to provide for or incur the costs of removing or re-installing the defective flooring or resurfacing or refinishing replaced surrounding flooring or to provide for the cost thereof, or to provide for shipping of product from the end-user to us, or from us to the end-user. No obligation to refinish, replace or repair shall extend to any sub-floor materials, adhesives, supplies or other items consumed in the course of removal, installation or refinishing. The Nuvelle Sterling Limited Warranty applies only to residential and commercial flooring products under normal traffic conditions and covers only such products purchased on or after the date of this warranty. The Nuvelle Sterling Limited Warranty is limited to the original consumer purchaser and for the original installation, and is not transferable. The Nuvelle Sterling Limited Warranty expires upon sale, transfer or relocation of the installed product or installation location.
- Under no circumstances shall Nuvelle Sterling be liable for any bodily injury or death, or loss or damage to personal or real property, arising from the purchase, use or inability to use the Nuvelle Sterling product, or for any special, incidental or consequential damages.
- Nuvelle Sterling warranty excludes and will not pay special, consequential or incidental costs associated with any repair or replacement.

DISCLAIMER

The Nuvelle Sterling limited warranty expressly provided above is the sole and exclusive warranty provided by Nuvelle Sterling, and provides the sole and exclusive remedy of the purchaser for any and all claims of defects, without regard to cause. We disclaim any and all other warranties, expressed or implied, including warranties of merchantability and fitness for purpose. We disclaim liability for incidental and consequential damages for breach of any warranty.

This warranty constitutes the entire agreement of the parties with respect to the warranties and guarantees of Nuvelle Sterling products, and no waiver or amendment shall be valid unless in writing and signed by an authorized Nuvelle Sterling representative.

NUVELLE STERLING

NUVELLE STERLING PREFINISHED ENGINEERED HARDWOOD FLOORING **WARRANTY REGISTRATION FORM**

Fill in the registration form and mail to "XXXXXXXXXXXXXXXXXXXXXXXXXXXXd" within thirty days following purchase. Keep your invoice. Please print.

Purchaser's Name: _____

Address: _____

City: _____ **State:** _____

Country: _____ **Postcode:** _____

Telephone: _____

1. Retailer: _____

Address: _____

Date of Purchase: (date/month/year) _____

2. Product Description: _____

Species: _____ **Grade:** _____

Length: _____ **Color:** _____

Production Number: _____