

To be eligible for coverage under this warranty, the floor must be installed and maintained according to the manufacturer's published installation guidelines and maintenance instructions.

Carriage House Warranty Duration:

- 15 Year Limited Finish Wear Warranty
- Lifetime Structural Integrity Warranty

Carriage House products are warranted to be free from manufacturing defects. Should a defect occur, Natural CORK will arrange a credit based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor.

Warranty Coverage: Upon determination of a valid manufacturing defect, credit will be issued to the dealer and will be good toward the purchase of a replacement. When defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation.

Should a problem attributable as a manufacturing defect develops after flooring is installed, the cost of labor for repair will be covered by this warranty using the prevailing national average rate.

Terms: Natural CORK warrants to the original purchaser only that **Carriage House** products will not wear-through the surface ply of the veneer within 15 years from the date of installation. Wear is defined as 1/10th of an inch surface wear-through over at least 5% of the total floor installation.

Carriage House finish is warranted for 15 years against wear-through from the date of installation. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems.

Warranty Exclusions:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. Problems due to moisture, mildew, alkaline substances, hydrostatic pressure, expansion and contraction between planks, or humidity levels above or below those recommended.
3. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
4. Manufacturer makes no guarantee that **Carriage House** products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
5. Noncompliance with installation instructions and maintenance guidelines as recommended by Natural CORK. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece. Failure to apply protective coating in accordance with manufacturer's recommendations may result in irreparable damage to the floor. Such damage is not covered.

6. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
7. Floor covering installed in inappropriate locations is excluded from this warranty.
8. Exposure to UV light and sunlight will cause discoloration to natural wood products. This is normal and is not a manufacturing flaw. Area rugs and large furniture will block light exposure and cause uneven coloration. To minimize this, furnishings and floor coverings should be moved periodically.

Natural CORK
1710 North Leg Court
Augusta, GA 30309
Phone: 706-733-6120 or 800-404-2675
Fax: 706-733-8120
www.naturalcork.com