

## Wood Floor Exchange Limited Flooring Warranty

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**This Warranty covers products listed on The Wood Floor Exchange:**

- [eBrazilianCherryFlooring.com](http://eBrazilianCherryFlooring.com)
- [eBambooFlooring.com](http://eBambooFlooring.com)
- [eOakFlooring.com](http://eOakFlooring.com)

## Forward to Warranty - How about the Truth !

### The Truth

**The Wood Floor Exchange** prefers to set the performance expectations for wood flooring and flooring finishes in a realistic manner up front. In doing so, we believe a little truth goes a long way !

### The Properties of Wood

All wood flooring is constructed of either solid wood, (just one piece in thickness), or engineered wood, (comprised of several layers of wood). As such, because wood is a living material, it reacts with water in much the same way your kitchen sponge does:

1. It can and will absorb water when exposed to water. This can be in the form of liquid water or wood will draw in/give away water from the humidity in the atmosphere and also from the subfloor the flooring touches.
2. When it does absorb water, wood swells in size and may cup/crown.
3. When it dries out, wood shrinks in size and may also cup.

The only difference between engineered wood flooring and solid wood flooring is that engineered flooring, because it is bonded in alternating layers, with the grain in each layer running in the opposite direction, makes the wood somewhat more stable, (partially limiting how much the floor swells/shrinks), than solid wood flooring. However, engineered wood flooring still shrinks/swells as it gains/loses moisture ! And just like a sponge, wood flooring can crown or cup depending on how much and from where the floor gains/loses moisture.

Each species of wood shrinks/swells at a lesser/greater rate unique to each species. This is a simple mathematic formula. For each gain of 1% of moisture content a certain species of wood will gain X% in width. This formula simply represents the physical laws that apply to that individual species of wood and they are immutable. For the differences between species visit: [www.wfexchange.com/individual-species-sheets](http://www.wfexchange.com/individual-species-sheets).

## Forward to Warranty - How about the Truth !

### The Properties of Finishes

All finishes, even with all the recent improvements to durability, will scratch and dent. If you drag something heavy across the floor you scratch the finish and perhaps even get under the finish itself, and will actually scratch/gouge the underlying wood and pull the overlying finish off.

All finishes will dent when pressed hard enough. Depending on the hardness/softness of the wood underneath the finish, the wood itself will dent to greater/lesser degree in direct proportion to the wood's hardness.

All finishes will wear from abrasion. If you allow sand and grit to lie on the floor, foot traffic will grind the finish down. Excessive foot traffic will also do the same over time. Initially the finish will dull in these areas. Eventually, the finish will wear down to bare wood if not recoated beforehand.

However, the good news is the ongoing finish revolution. In the past 5 years there have been vast technological improvements to flooring finishes with continued advances being made each day. Over the last 5 years, finish wear-ability has increased 5 fold and new formulas are coming on the market recently that increase durability 20 fold. This is the result of adding hard particles to the finish and from the use of new harder resins. While all this improvement brings finished flooring closer to "the holy grail" of total imperviousness, finishes still aren't there yet.

### Wood Flooring Will Fail From

- 1) Soaking in water from above or below.
- 2) Wet mopping & failure to clean up spills.
- 3) Wet subfloor.
- 4) Wood Flooring may move excessively if:  
Relative humidity at site below 35% or above 65%.
- 5) Wood Flooring finishes will be adversely affected by failure to protect the floors from sand/grit, pets, high heels, chairs/furniture w/o protectors, lack of mats at entry ways, excessive foot traffic, household chemicals, abrasive cleaners, etc.

## Warranty - Wood Floor Exchange

### Warranty Overview

**What is covered under this Limited Warranty:**

All purchases, EXCEPT Cabin and Shop Grades which are sold without warranty.

**Who is covered under this Limited Warranty:**

The original buyer when the flooring is used in a residential (as opposed to commercial) setting.

**Installation Instructions to use:**

[WFEX's Installation Instructions](#)

**Maintenance Instructions to use:**

[WFEX's Maintenance Instructions](#)

**Claims / Returns Procedures:**

Contact WFEX to request a Return Authorization Number and to make arrangements to return the flooring. [WFEX's Return Authorization](#)

## Wood Floor Exchange's Limited Warranty

**WFEX's "Warranties - How about the Truth !"**

Please review this section prior to reading this warranty. See pages 2 & 3.

**WFEX warrants our flooring, within Industry Standards #1, to be:**

- Of the grade and in the color and grain range as represented/described on our web site.
- Of the finish quality as represented/described on our web site.
- Of the moisture content as represented/described on our web site.
- With the defect as represented/described on our web site when offering low grade flooring as well as Cabin and Shop Grades.

**Note: #1** - Standard industry trade practices allow up to 5% of the flooring shipped to contain milling, handling, finish and/or grade defects beyond those described/represented on our web site. This warranty applies only to that material in excess of 5% that is deemed to be defective. (When ordering flooring, it is standard trade practice to order 7% more flooring than actual coverage needed to allow for cross cutting and fitting waste as well as allowing the installer to set aside any substandard pieces.)

## Warranty - Wood Floor Exchange

### Warranty Warning !

The Wood Floor Exchange (WFEX) acts essentially as a buying service in offering you these commodity flooring items. WFEX goes out of its way to thoroughly represent the products and grades offered. We offer you a Pre-Inspection Warranty on all our products, which covers visible defects and any perceived misrepresentation of the product on our part.

However, as part of WFEX's policy of truthful representation, with such exceptional pricing does come some risk. All our flooring is sold with only a Pre-Installation Warranty. There is **no** Post Installation Warranty ! But then again all other solid un-finished wood flooring and all other cabin and shop grades in the industry are sold this way and if buying overseas direct you rely on the manufacturer for their warranty on the finish and construction.

WFEX DOES NOT PROVIDE A POST-INSTALLATION WARRANTY !

Acting on your behalf as your buying agent, WFEX will represent your claim to the manufacturer on your behalf who is solely responsible for post-installation warranty claims.

### What is covered under this Limited Warranty:

All purchases, EXCEPT Cabin and Shop grades:

## Warranty - Wood Floor Exchange

### Pre-Installation Warranty

- WFEX will, at its option, either replace or refund the purchase price of any flooring found to be defective/substandard to our web description **PRIOR** to installation, in excess of the 5% of mis-milled/mis-graded/mis-finished product allowed to be included under Standard Industry Trade Practices.
- If you decide the flooring is not as represented on our web site and is unacceptable to you, call WFEX for a [Return Merchandise Authorization](#). WFEX will then designate how to ship the goods back to WFEX. WFEX, will then, upon inspection of the returned goods, either:
  - 1) If WFEX deems the flooring not to be of the quality represented on our web site, WFEX will refund the purchase price, plus freight costs both ways, for all flooring returned to us in original packaging,
  - 2) If WFEX deems the flooring to be as represented on our web site, WFEX will refund the purchase price, **less** freight costs, both ways.

Note:

WFEX's determination of whether the flooring matches the description on the WFEX web site shall be final.

### Post-Installation Warranty

#### Post Installation Warranty:

There is NO Post Installation Warranty offered by WFEX. Instead, acting on your behalf as your buying agent, the WFEX shall represent your interests to the overseas manufacturer in seeking claim settlement.

As you are utilizing WFEX as a buying service and we offer these services transparently, and at such low costs, you are advised to build in 2.5% of your sales of these products as a reserve with which to use to settle small and political claims.

WFEX WILL NOT seek claim support from overseas manufacturers on your behalf for such issues as:

- Complaints about color and grain after installation
- Complaints about squeaking and movement after installation
- Shrinkage / cupping / cracking due to site conditions
- Issues caused by wet subfloors or moisture from above
- All other installations and site related issues, including but limited to:  
dimpling from improper nailing, movement from using water-based adhesives, etc.

## Warranty - Wood Floor Exchange

### Post-Installation Warranty

#### The Products & Grades this Post Installation Warranty applies to:

- The Post Installation Warranty issues which the WFEX will approach the manufacturer on your behalf include the following types of performance issues:
  - **On First Quality** Pre-Finished Solid Wood Flooring for:
    - ◆ finish adhesion issues only
  - **On First Quality** Pre-Finished Engineered Flooring for:
    - ◆ finish adhesion issues only
    - ◆ internal ply/face delamination issues only

## Warranty - Wood Floor Exchange

### Wood Floor Exchange Limited Warranty

#### Installer's Responsibilities:

It is the installer's responsibility to follow the correct Installation Instructions in general for wood flooring.

- Inspect the flooring upon arrival to ensure:
  - you received the quantity, species, grade and size flooring you ordered.
  - there was not any handling damage or water damage in transit (in which case you need to lodge a claim with the transport carrier – call WFEX, who can assist you with this).
- Prepare an installation plan, based on testing, at the flooring site of both the subfloor for acceptable moisture content and the site atmosphere, for the proper range of relative humidity. The installer must keep a [Permanent Record](#) which lists the results of all the tests taken.
- Make sure the flooring received meets the buyer's expectations prior to installation and they approve such issues as:
  - the color/grain range and the color change to be expected in the specie chosen and how the freshly installed floor may vary in look from the aged samples from which their selection was made.
  - establish that the site and subfloor are suitable for the installation method chosen and advise the buyer of, and correct any deficiencies prior to commencing installation.
- Install the flooring properly. This includes:
  - Use of the proper moisture barrier/underlayment, mastic, glue, or nails/staples.
  - Perform adequate color/grain selecting as you install the floor, so as to not install "odd colored/grained" pieces in conspicuous places, as the owner may reject them later.
  - Protect the flooring and the finish during installation and protect the flooring afterwards from construction and move-in foot traffic to minimize scratching and wear.
- Instruct the end user in proper floor & maintenance care as well as the need to maintain proper relative humidity levels at the site. Please see [WFEX's Maintenance Instructions](#).

## Warranty - Wood Floor Exchange

### Wood Floor Exchange Limited Warranty

#### What is not covered under this Limited Warranty includes but is not limited to:

- Claims made on pieces of flooring installed with visible defects as it is the installer's responsibility to set aside pieces with visible defects and not use them. Flooring, once installed, is deemed accepted.
- Claims made on pieces of flooring installed with excessive color/grain variation as it was the installer's responsibility to inspect the flooring prior to installation and install the floor in a random and harmonious mix.
- Color changes in the wood as it ages or from exposure to sunlight.
- Variation in the color/graining of the installed floor from samples, as the samples most likely will have aged and changed in color, gaining the patina of a partially/fully aged floor.
- Excessive swelling and/or shrinkage or other movement, such as cupping & delamination, in the flooring caused by a change in the moisture content due to extreme dryness/humidity on the site which is outside the recommended 35% - 65% relative humidity range to be maintained for this product.
- Excessive swelling, cupping and or delamination in the flooring caused by an increase of moisture content in the wood from moisture sources below the floor such as a wet subfloor, or from moisture above from such sources as spills, excessive wet mopping, pets, etc.
- Insect infestation if it occurs subsequent to the date on which the product passes out of WFEX's control.
- Damage, excessive movement or defects caused by:
  - improper shipping, handling and/or storage after the product leaves WFEX's possession.
  - improper preparation or excessive moisture content of the surface on which this product is installed.
  - excessive moisture from natural disasters such as flooding, broken pipes, etc., in which case your homeowner insurance company should be contacted.
  - excessive wet mopping or failure to clean up spills and standing water.
  - improper installation whereby [Wood Floor Exchange Installation Instructions](#) are not followed.
  - improper application/use including installation over radiant heat which is not covered under WFEX's Warranty.
  - improper maintenance and failure to follow [WFEX's Maintenance Instructions](#).
- Finish Damage & Wear caused by:
  - Commercial Use.
  - Abuse/abnormal wear including pet scratches, indenting from "high heels", dropped or dragged heavy objects, improper maintenance, failure to protect entry & high wear areas with mats, etc. as reviewed in [WFEX's Maintenance Instructions](#).
  - Any subsequent site refinish compatibility/panelization issues, as this is the site installer/refinisher's responsibility to:
    - 1) adequately test the finish they propose to use for proper adhesion bond and,
    - 2) to get approved by the end user, the look of the finish they propose to use prior to actually re-finishing the floor.

## Warranty - Wood Floor Exchange

### Wood Floor Exchange Limited Warranty

#### **WFEX Warranty – “the fine print”:**

WFEX neither assumes nor authorizes any other person to assume for it any other obligation in connection with the sale of this product. This writing is the complete and exclusive statement of the warranty, and is in lieu of all other express and/or statutory warranties. Any implied warranties, including, but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited in duration to the duration of this express warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

WFEX's obligation under this warranty shall be limited to, at it's options, providing replacement of shortages, exchange of defective products, or refund of purchase price for flooring with visible defects returned to WFEX prior to installation.

For flooring with delamination and finish defective issues discovered after installation and not visible prior to installation, WFEX shall use its best efforts representing you the buyer to the manufacturer, as WFEX does not warrant post-installation claims. Only the overseas manufacturer provides these warranties.

WFEX assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. The sole purpose of the remedy provided herein is the replacement/pay to repair of defective products or refund of purchase price. This remedy shall be the buyer's exclusive remedy, and shall not be deemed to have failed of its essential purpose so long as WFEX is willing to replace/pay to repair such defective goods or refund the purchase price. This warranty does not apply to any product or products designated as cabin grade, shop grade, seconds, special or nonstandard items. Any product or products so designated are sold "as is". In order to obtain performance of these warranty obligations, the person seeking performance should contact WFEX by letter or telephone: Wood Floor Exchange, 122 Kissel Dr. Burlington, NJ 08016 Telephone 856-764-2501 ATTENTION: WARRANTY DEPARTMENT.

This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Interpretations - this sale shall be governed solely by the terms and conditions herein set forth which shall prevail over any conflicting terms and conditions of buyer, any statement in buyer's purchase order, notwithstanding. All prior writings, representations or negotiations with respect to the subject matter are deemed to be merged herein. The failure of either party to enforce any of the provisions of this agreement shall not be construed as a waiver of such provision or of the right of any party thereafter to enforce each and every provision. The terms of this agreement may not be extended, discharged, amended or modified, in any way, except by a writing signed by an authorized representative of each party. This agreement shall be construed in accordance with the law of the State of New Jersey.