

PLEASE READ BEFORE BEGINNING INSTALLATION

The National Wood Flooring Association and the Hardwood Plywood and Veneer Association have individually found that certain conditions will promote the longevity of wood flooring. According to these Associations, wood flooring performs best and will have normal movement when the interior site environment is controlled to stay between 30% and 50% relative humidity, and temperatures between 60° F and 80° F.

Coverage under this warranty requires compliance at the installation site with these conditions for at least three (3) days prior to installation and at all times during and after installation of the floor. The use of humidification or dehumidification devices or systems may be necessary, depending on your specific environmental conditions. Failure to comply with these requirements at all times shall void this warranty and any related warranties, may result in structural damage to your flooring, and is likely to cause visible gaps, splits, splintering, cupping, and checking.

Flooring formats offered by Cordalera®, such as wood-based composites and engineered construction, while providing stability and flexible installation options, can shrink or swell abnormally and excessively if the proper environmental conditions are not maintained, as specified here. Defects arising from failure to maintain the required environmental conditions are not considered a defect under this warranty and will not be covered. If you are unsure whether you can maintain the necessary temperature and relative humidity levels in the property where your floors will be installed, **PLEASE DO NOT INSTALL THE FLOORS UNTIL YOU HAVE CONFIRMED THAT ALL NECESSARY ENVIRONMENTAL REQUIREMENTS CAN BE MET AND MAINTAINED FOR THE LIFETIME OF YOUR FLOORING.**

WHAT IS COVERED BY THE CORDALERA® WARRANTY

Limited Structural Integrity Warranty for as Long as You Own Your Floors

Cordalera warrants to the original end user of its products that Cordalera Quality Engineered Hard-Wax Oil Finished Floors ("Flooring"), in its original manufactured condition, shall be free from manufacturing defects in milling and grading for as long as you own your Flooring (except as otherwise noted below). This warranty is subject to a standard trade allowance of up to 5 percent (5%) for natural or other imperfections or manufacturing defects, meaning such defects will only be covered by the warranty if the Flooring affected by the defects exceeds five percent (5%) of the total Flooring purchased and installed.

25-Year Residential Surface Finish Limited Warranty

The surface finish for Flooring purchased for residential use is warranted by Cordalera not to wear through or separate from the Flooring under normal residential traffic conditions for 25 years from the date of retail purchase, provided all care and maintenance instructions from Cordalera are followed. Failure to care for and maintain your Flooring according to Cordalera's instructions may void this warranty. This "wear-through" warranty is subject to a standard trade allowance of up to 10 percent (10%) of the total Flooring area and excludes stairs, meaning defects will only be covered if they exceed ten percent (10%) of the total Flooring purchased and installed, with stairs not covered at all.

3-Year Commercial Surface Finish Limited Warranty

The surface finish for Flooring purchased for commercial use is warranted by Cordalera not to wear through or separate from the Flooring under normal commercial traffic conditions for 3 years from the date of retail purchase, provided all care and maintenance instructions from Cordalera are followed. Failure to care for and maintain your Flooring according to Cordalera's instructions may void this warranty. This "wear-through" warranty is subject to a standard trade allowance of up to 10 percent (10%) of the total Flooring area and excludes stairs, meaning such defects will only be covered if they exceed ten percent (10%) of the total Flooring installed, and stairs shall not be covered at all.

WARRANTIES APPLY TO ORIGINAL END USER ONLY

All Flooring warranties, including any implied warranties, apply solely to the original end user of the Flooring. All warranty coverage ends if you sell, transfer, or otherwise convey the Flooring or the property to which the Flooring is attached. Cordalera shall be granted the opportunity to conduct or arrange any inspections deemed reasonable or necessary by Cordalera for all warranty-related product claims. The claimant agrees to allow a reasonable sample of installed Flooring planks to be removed and taken for analysis if deemed necessary by Cordalera. Claims will not be considered without such samples when required. Evaluations for visual issues will be conducted from a standing position under normal lighting conditions.

Any implied warranties on Flooring, including implied warranties of merchantability and/or fitness for a particular purpose, are limited in duration to the period of this warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Cordalera Lakes Series Hardwood Floor Limited Warranty

WHAT THIS WARRANTY DOES NOT COVER

To be covered under this limited warranty, the Flooring must be properly installed by a licensed flooring contractor in accordance with all installation instructions provided with the Flooring. This warranty does not cover damage arising from improper installation. Additionally, the Flooring must be purchased from an authorized dealer of Cordalera Flooring products and may not be purchased via the internet, regardless of whether the seller is authorized or not.

Cordalera offers no additional warranties, express or implied, beyond what is outlined herein. No dealer, retailer, or other party, except the CEO and President of Cordalera, has the authority to alter the terms of this warranty. Any representations or promises made by your retailer or installer are not binding on Cordalera.

This warranty does not cover minor separations between boards due to normal expansion and contraction caused by weather, environmental conditions, or other outside forces. It also does not cover cupping, delaminating, crowning, gapping, splitting, or checking that occurs due to excessive moisture, lack of moisture, low humidity, improper subfloor preparation, or other site conditions.

Damage resulting from failure to properly maintain the Flooring or failure to follow all Cordalera care and maintenance instructions may void this warranty. Additionally, the warranty does not cover damage caused by improper or incorrect use or application of any product on the Flooring.

This warranty does not cover noise or sound issues related to the Flooring, such as squeaking or hollow sounds. Cordalera makes no representations regarding the Flooring's suitability for sound transmission or abatement and offers no warranty regarding the Flooring's ability to meet any sound transmission or abatement requirements.

The warranty does not cover naturally occurring elements of wood flooring, including but not limited to color variations, grain differences, mineral deposits, knots, pits, wormholes, splits, checks, splintering, shake, unfilled grain, and other visual or natural imperfections resulting from craftsmanship, hand-scraping, wire brushing, or distressing.

Damage caused by improper transportation, storage, or installation of the Flooring is also not covered. The warranty does not cover defects unless such defects affect more than 10 percent (10%) of the total Flooring purchased, except as otherwise stated.

Manufacturing defects in the Flooring that were visible or reasonably discoverable before installation will not be covered if you or your installer failed to notify Cordalera prior to installation. You must notify Cordalera of any such defects before installation. If Cordalera is not properly notified, the warranty will be voided with respect to such defects.

This warranty does not cover variances in grain or color between samples, photographs, or actual received Flooring. Changes in the Flooring caused by exposure to light and oxygen, including color changes or the development of a patina over time, are not covered. Cordalera does not guarantee the permanence of filler, which may require occasional maintenance not covered by the warranty.

Indentations, scratches, or other damage caused by negligence, intentional acts, water, sand, abuse, or misuse of the Flooring are not covered. Additionally, damage from the failure to follow manufacturer's installation and maintenance instructions, including the use of non-approved adhesives and moisture barriers, is not covered.

We recommend the use of Cordalera adhesives—Forteko/Skanteko Glue Premium Wood Flooring Adhesive and DUAG-87 Superior 3-in-1 Wood Flooring Adhesive—for the installation of your Cordalera hardwood flooring. We also recommend using only Cordalera-approved maintenance products, including Cordalera Premium Floor Cleaner & Protectant and Cordalera Maintenance Oil, to clean and maintain your Flooring. The use of non-approved products, or improper application of cleaning or maintenance products, may void this warranty. **NEVER STEAM CLEAN OR STEAM MOP.**

Damage resulting from the application or removal of adhesive tape of any kind is not covered. The removal of tape may result in damage to the finish.

This warranty does not cover special, incidental, or consequential damages of any kind. Some states do not allow the exclusion or limitation of such damages, so the above limitation may not apply to you.

Cordalera Lakes Series Hardwood Floor Limited Warranty

RADIANT HEAT SYSTEMS

Certain Flooring is warranted for use with radiant heat systems. If such Flooring is installed over a radiant heat system, the surface temperature of the Flooring must never exceed 82° F. Dramatic temperature changes may damage the Flooring, so it must be heated gradually in 5° F increments. We recommend installing a dedicated thermostat to control the temperature of the radiant heat system accurately. To maintain warranty coverage, the Flooring must be authorized for use with a radiant heat system, and the installation must follow Cordalera's Special Instructions for Installations over Radiant Heat Systems, including placing approved under-floor heat sensors. Please confirm with your retailer that your Flooring is warranted for use with radiant heat systems before installation.

WHAT CORDALERA® WILL DO

Cordalera will, at its option, either repair and/or replace defective Flooring or credit you for the portion of the purchase price attributable to the defective Flooring. Cordalera will, in its sole discretion, either provide the labor necessary to repair or replace the defective Flooring or credit reasonable labor and associated shipping charges, in an amount determined to be reasonable by Cordalera. Under no circumstances shall Cordalera be liable for any other costs related to defects in the Flooring, including but not limited to hotel or alternative housing costs, removal of fixtures or furniture, or removal and replacement of cabinets, islands, countertops, baseboards, or other property built over the Flooring. Cleaning fees or other indirect costs incurred as a result of the repair or replacement are not covered. Cordalera will not be responsible for costs or fees exceeding the total purchase price of the Flooring.

Due to the unique nature of Cordalera's products, there is no guarantee that any replacement or repair Flooring will exactly match the original Flooring in terms of color, tone, pattern, or other natural characteristics of wood. These remedies are your sole and exclusive remedies under this warranty.

HOW TO GET SERVICE

First, contact your retailer or distributor. If you have additional questions or concerns, contact Cordalera by telephone at 1-888-CORDALERA, by mail at 8480 Miralani Drive, San Diego, CA 92126, or by email at claims@cordalera.com.

Where possible, warranty complaints will be resolved within 30 days. However, certain complaints may take longer due to factors outside Cordalera's control. If your complaint has not been resolved by your retailer within 30 days of notification, contact Cordalera directly for further assistance.

YOUR RIGHTS UNDER STATE LAW

This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

GOVERNING LAW, FORUM, AND VENUE

This warranty shall be interpreted in accordance with the laws of the State of Idaho, without regard to any choice of law provisions.

If a dispute arises under or is related to this warranty or the Flooring, whether based on contract, tort, statute, or other legal or equitable theory, the parties will have 30 days to resolve the matter themselves. After 30 days, if unresolved, the exclusive remedy will be submission to binding arbitration in Ada County, Idaho, administered by the American Arbitration Association under its Commercial Arbitration rules. Judgment on the arbitrator's award may be entered in any court with jurisdiction.

The parties agree that no arbitration will be certified as a class action or proceed on a representative basis. Similarly, no arbitration will be consolidated with any other arbitration. **THE PARTIES AGREE TO ARBITRATE INDIVIDUALLY AND WAIVE PARTICIPATION IN A CLASS ACTION.**

If any provision of this warranty is found unenforceable, the remaining provisions will remain in full force and effect.

INSTALLATION GUIDELINES

Cordalera Hardwood Floors Installation Guidelines offer general guidance and are not a substitute for a licensed contractor experienced in installing engineered hardwood flooring. For best results, use a licensed contractor certified by the National Wood Flooring Association. Cordalera Hardwood Floors must be installed following National Wood Flooring Association guidelines for the warranty to be valid. The most current guidelines are available at www.nwfa.org, where you can also find certified installers.

Due to the natural materials and unique finishing processes, Cordalera wood products may exhibit tonal and color variation between planks depending on factors like time in/out of the box, weather, temperature, location, moisture levels, or maintenance and installation. To avoid dramatic variation, it is recommended that installation be completed using planks from the same lot.