

# CORDALERA WOOD FLOORING WARRANTY

## IMPORTANT NOTICE

See separate warranty details for **Enduro / Enduro Max Series Flooring**.

This warranty applies to **residential applications only**, unless otherwise stated, and does **not** apply to commercial or industrial use.

This warranty is extended **only to the original purchaser** and is **non-transferable**.

It is the responsibility of the **installer and/or homeowner** to inspect all flooring planks and moldings **before installation**. Any plank or molding that is visibly defective or aesthetically unacceptable should **not be installed** and should be discarded or used in another acceptable area.

**Cordalera will not be responsible for product or labor costs for materials installed with visible defects.**

Because wood is a natural product, industry standards allow for up to **5% natural defect and/or irregularity tolerance**. This warranty applies only to material issues in **excess of this 5% allowance**.

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## WARRANTY REQUIREMENT

### Installation and Maintenance Compliance

Cordalera's **printed installation and maintenance instructions must be followed** as a condition of this warranty.

Any floor installed or maintained outside of Cordalera's published guidelines may result in **claim denial**.

Installation instructions and maintenance guidelines are included in product cartons and are also available online at:

- **Installation Guides:** [www.Cordalera.com](http://www.Cordalera.com)
  - **Cleaning & Care:** [www.Cordalera.com](http://www.Cordalera.com)
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## LIMITED LIFETIME STRUCTURAL WARRANTY

Cordalera warrants that its residential hardwood flooring products are, at the time of sale, **free from manufacturing defects in material and workmanship** and conform to Cordalera's standard specifications for that product category.

When properly installed and maintained according to Cordalera guidelines and used under normal residential conditions, Cordalera warrants that the flooring will not:

- **Delaminate**
- **Separate**
- **Buckle**
- **Cup**

**when caused by a manufacturing defect.**

If a Cordalera flooring product fails for any of the reasons above, Cordalera will, at its sole option, **repair or replace** the affected portion or all of the flooring material at **no cost to the original purchaser**, provided the original purchaser still owns the property where the floor was installed.

### Environmental Conditions Required

This warranty applies only to flooring maintained under **normal environmental conditions**, including:

- **Interior relative humidity: 35% to 55%**
- **Room temperature: 60°F to 80°F year-round**

Failure to maintain these conditions may void the warranty.

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# FINISH WARRANTY

Cordalera warrants that the **factory-applied finish** is, at the time of sale, free from defects in material and workmanship and meets Cordalera's finish specifications.

When properly installed, maintained, and used as intended, the finish will not wear through to **bare wood** for the applicable warranty period listed below.

## Residential Finish Warranty

### 20-Year Limited Residential Finish Warranty

Applies to:

- **Beaches Collection**
- **Lakes Collection**

### Finish Warranty Claim Threshold

Finish-related concerns must affect **more than 30% of the installed floor area** to qualify for replacement consideration.

If the issue affects **less than 30%** of the floor, Cordalera may, at its discretion, choose whether to supply replacement material for the affected area only.

If replacement material does not exactly match the existing floor, **Cordalera is not responsible for replacing the unaffected original flooring for color or shade consistency.**

### Finish Warranty Exclusions

The finish warranty does **not** cover:

- Gloss reduction or surface dulling
- Scratches or abrasions
- Indentations or dents
- Surface checking or splitting caused by improper environmental conditions

- Color change or fading caused by sunlight, UV exposure, or interior lighting
- Recoating or alteration of the original factory finish

## **Moldings**

**Moldings are not covered under the finish warranty.**

## **Labor Reimbursement**

Labor reimbursement for approved finish or structural claims will only be considered if the flooring was **professionally installed**.

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# **LIGHT COMMERCIAL WARRANTY**

See product-specific warranty terms for eligible light commercial products including, but not limited to:

- **Lakes**
- **Beaches**

If needed, this section can be expanded based on the specific collections you want covered.

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# **NATURAL WOOD CHARACTERISTICS**

The following are considered **normal characteristics of wood flooring** and are **not manufacturing defects**:

- **Color variation**
- **Mineral streaks**
- **Small knots**
- **Grain variation**
- **Seasonal expansion and contraction**
- **Minor surface checks or cracks during dry winter months**

- **Seasonal gapping**

Wood is a natural product and will respond to changes in its environment over time.

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## **WIRE-BRUSHED FINISHES**

Due to the wire-brushing process, some planks may contain:

- Minor snags
- Raised or rough grain
- Surface texture variation

These are normal visual and texture characteristics and are **not considered manufacturing defects**.

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## **COLOR DIFFERENCES / SHOWROOM SAMPLES**

Color variation may occur due to:

- Sunlight exposure
- UV rays
- Interior lighting
- Natural aging of wood

As a result, there may be noticeable differences between:

- Showroom samples
- New flooring
- Existing installed flooring
- Replacement material

Customers should **approve the actual flooring color before installation**.

**Cordalera does not warranty color differences between showroom samples and installed flooring.**

Cordalera is also **not responsible** for matching flooring to other wood products or finishes, including but not limited to:

- Cabinets
  - Stair parts
  - Railings
  - Trim
  - Existing moldings
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## **MOLDING STRUCTURAL WARRANTY**

Cordalera warrants to the original purchaser that moldings will be free from defects in material and workmanship when installed and maintained according to Cordalera guidelines.

If a molding product fails due to a covered defect, Cordalera will, at its option, **repair or replace** the affected molding material for as long as the original purchaser owns the property where the molding was installed.

### **Important**

All moldings must be inspected **before installation**.

Once installed, the material is considered **accepted**.

### **Molding Variation Disclaimer**

Moldings are manufactured to be the closest possible representation of the flooring, but variation may occur in:

- Color
- Texture
- Grain
- Knots
- Gloss level

- Distressing
- Shade

These variations are normal and are **not considered defects**.

### **Finish Warranty Note**

**Moldings are not covered by a finish warranty.**

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## **WARRANTY EXCLUSIONS AND LIMITATIONS**

Cordalera warranties do **not** cover the following:

- Failure to maintain humidity between **35%–55%** and temperature between **60°F–80°F**
- Damage caused by improper environmental conditions
- Checks, splits, cupping, or delamination caused by moisture imbalance
- Normal color variation or natural aging of wood
- Improper installation or failure to follow Cordalera installation instructions
- Improper maintenance or use of unauthorized cleaning products
- Boards or moldings installed with visible defects
- Damage caused by furniture, appliances, pets, high heels, cleats, wheelchairs, walkers, or abrasive materials such as sand or gravel
- Installation over radiant heat systems exceeding **85°F surface temperature**
- Water or moisture damage, including but not limited to:
  - Plumbing leaks
  - Broken pipes
  - Wet mopping
  - Flooding
  - Weather events
  - Natural disasters
- Insect infestation occurring after the product leaves Cordalera's facility
- Abuse, neglect, misuse, or abnormal use
- Exposure to solvents, corrosives, or harsh chemicals
- Squeaking, popping, or other floor noises

## Noise Disclaimer

Occasional noise such as squeaking or popping is considered **normal** in wood flooring, especially in nailed or stapled installations, and is **not a manufacturing defect**.

## Improper Installation

Installation by unqualified or non-licensed individuals may void warranty coverage where applicable.

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# CUSTOMER CLAIM POLICIES

Claim forms are available at:

[www.Cordalera.com/downloads](http://www.Cordalera.com/downloads)

To be considered, all claims must meet the following requirements:

- Claims must be submitted through the **original Dealer/Distributor**
- The Dealer/Distributor must provide the **Cordalera invoice number**
- The claim must include:
  - Total square footage installed
  - Square footage affected
  - Product name / material type
  - Original Cordalera invoice number
  - Purchase date
  - Installation date
  - Clear photos of the claimed issue

## Inspection Requirement

Cordalera must be given the opportunity to inspect the flooring **before any repair, replacement, or removal occurs**.

Any repairs, replacements, or removals performed **before Cordalera inspection** may **void the warranty claim**.

Cordalera reserves the right to determine whether:

- Replacement material will be provided, or
- A **Certified Inspector** will be assigned

### **Dealer / Distributor Claim Process**

Claims are handled directly through the **Dealer/Distributor**. Cordalera will provide its findings and acceptance or denial in writing to the Dealer/Distributor, who is responsible for communicating the outcome to the end user.

### **Internet Sales**

Products sold over the internet are **not authorized by Cordalera** and **carry no warranty** if purchased online.

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## **CUSTOMER SERVICE**

Any warranty claim must be reported to the selling retailer **within 30 days of discovery**.

Proof of purchase, including the **date of purchase**, is required to submit a claim.

All claims must be filed through an authorized **Cordalera dealer**.

If Cordalera accepts a claim under this warranty, Cordalera will, at its option, **repair or replace** the affected flooring material.

If the original design or product is no longer available, Cordalera may replace the affected flooring with another product of **equal value**.

This warranty is **non-transferable** and applies only to the **original purchaser**.

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## **MATERIAL / LABOR / SHIPPING POLICY**

Cordalera may supply replacement material for approved claims, but:

- **Cordalera does not offer paid replacement labor**
- **Cordalera does not cover installation labor unless specifically approved**
- **Buyer is responsible for all shipping and handling charges** on replacement flooring

Labor coverage, if approved, does **not** include:

- Furniture removal or reinstallation
- Appliance removal or reinstallation
- Plumbing work
- Painting
- Cleaning
- Temporary housing / hotel stays
- Kenneling / pet boarding
- Meals
- Storage or moving expenses

Any replacement flooring is warranted only for the **remainder of the original warranty period**.

Because wood is a natural product, replacement material is **not guaranteed** to match the original floor in:

- Color
- Grain
- Texture
- Gloss level
- Natural character

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## **DISCLAIMER / LIMITATION OF LIABILITY**

Cordalera disclaims liability for **incidental or consequential damages**, including but not limited to:

- Loss of use
- Downtime
- Facility interruption

- Lost profits
- Lost revenue
- Equipment interruption

Cordalera also disclaims all other express or implied warranties, including but not limited to:

- **Implied warranty of merchantability**
- **Implied warranty of fitness for a particular purpose**

The remedies described in this warranty are the **sole and exclusive remedies** available to the purchaser.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so certain limitations above may not apply.

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

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## **CONTACT / WARRANTY UPDATES**

For the most current warranty information, please visit:

[www.Cordalera.com](http://www.Cordalera.com)

For technical questions or warranty support, please contact the **Cordalera Technical Department**.