



Limited Warranty

Finish Warranty Gold Select Oak warrants and guarantees our product's finish will not wear through to the wood or separate from the wood for 25 years from the date of original purchase. This includes a 5-year commercial warranty. Commercial is defined as a light commercial space, which includes medical offices, business offices, specialty children's toy store(s), specialty clothing located in shopping centers. This must be approved by Gold Select Oak.

****What is NOT WARRANTED****

- Food service establishments (taverns, bars, etc.)
- Specialty stores that are directly accessed by customers (water, dirt, trafficked in by customers shoes/boots)
- High traffic airport terminals or any other high traffic spaces
- Any installation that exceeds 5,000 ft² needs to be approved by your Gold Select Oak representative.

Structural Integrity Warranty

Gold Select Oak warrants, to Buyer, that its wood products, in their original manufactured condition, will be free from manufacturing defects in milling, dimension and grade for the lifetime of the Buyer from the date of purchase. This warranty is non-transferable. Gold Select Oak will be entitled to an extension of the time for performance in the event of and to the extent of any cause or condition beyond Gold Select Oak reasonable control. Both the Structural Integrity Warranty and the Finish Warranty (collectively referred to as "Warranty") are conditioned upon (Companies) receipt of notice in writing from the Buyer of the alleged defect prior to the expiration of the limited warranty period, and evidence that the products were properly installed (according to our installation guidelines) and not subject to any of the exclusions described below.

Exclusions to our Warranty

Visible defects are those defects which are apparent on the face of the flooring. Product with visible defects must be noted by the installer and reported before installation so that replacement flooring can be furnished before installation (**"Installation of flooring constitutes acceptance"**). Flooring that is installed with visible defects is not covered by this Warranty.

- These situations are considered to be part of the pre-installation inspection process. DO NOT install wood flooring if these situations exist.
- Color variations and indentions in wood grain are normal, and are not covered by Warranty. Warranty does not cover defects due to uneven subfloor or building settling.
- Warranty does not cover defects or damage caused by improper installation of the finished product, abuse or improper use of the product (including but not limited to use of abrasives on the finished product, sliding heavy objects across the finished product, damage caused by water or moisture changes, damage caused by spiked heels, pet nails, insufficient protection from furniture, pebbles, sand or other abrasives, and other forms of abuse or improper use).
- Warranty does not cover color changes caused by exposure to light, sunlight or ultraviolet radiation.
- Warranty does not cover gloss retention as gloss reduction normally occurs and is not a finish defect.
- Warranty is void if additional finish material is applied to our product unless otherwise instructed
- Warranty does not cover any squeaks/pops or noise due to installation error and/or subfloor not being flat

- Warranty does not cover normal expansion and contraction that solid wood floors experience naturally
- Warranty is void if room temperature and humidity of installation is not consistent year-round. A room temperature of 60°-80° and a relative humidity of 30%-50%
- In order to monitor these conditions, consider using a hygrometer or an in-floor data logger
- Humidity levels that fall below 30% will likely cause the flooring to gap, check the face, or possibly cupping of the face
- It is the responsibility of the wood flooring owner to maintain an environment for our flooring to perform as tested and marketed
- In the dryer winter months, it is recommended to add humidity to the space in order to maintain a relative humidity that does NOT fall below 30%
- In the case where a forced air furnace does not exist there are other HVAC applications that add humidity to achieve this requirement
- In the more humid summer months, it is recommended to de-humidify the same space to avoid the flooring from expanding which could result in possible damage