



Bellawood Limited 50 Year Residential, 5 Year Commercial Warranty Domestic and Exotic

Congratulations on the purchase of your beautiful new Bellawood floor! Bellawood pre-finished hardwood floors are crafted to meet the highest quality standards in the industry. Bellawood flooring is carefully manufactured to strict guidelines to ensure that it is free of manufacturing defects. Each wood strip is individually and meticulously inspected both before and after the finishing process to be sure that it complies with Bellawood standards. As hardwood is a natural material, each board will vary in color or shade and provide you with a finished floor that is truly a unique work of art.

Information regarding the installation and care of your floor can be found on the Lumber Liquidators website (www.lumberliquidators.com) under the headings "Installer/Customer Checklist" and "Flooring 101". The National Wood Flooring Association ("NWFA") also provides information regarding installation and maintenance which can be found at www.nwfa.org.

The person installing the floor, whether it is you or a third-party, is the final inspection authority and, as such, must conduct the final inspection prior to installing each board. It is imperative that certain procedures, such as moisture testing, acclimation, examination and subfloor preparation, are completed prior to the installation of the floor. If you plan to hire an installer, you should verify the installer's credentials, license (if required) and insurance coverage and be certain that the installer reviews the recommended installation requirements. If possible, you should be present during installation in order to observe and monitor the process. Doing so will allow you to ensure that pre-installation procedures have been completed.

To obtain assistance with flooring problems or questions prior to installation, please contact the store of original purchase or call the Lumber Liquidators Customer Care Department at 1-800-366-4204.

Limited Warranty Coverage:

- When the purchaser and installer follow the recommended installation and preventive and regular maintenance instructions set forth on Lumber Liquidators' website, the flooring is guaranteed against milling, grading, and finish defects and finish wear for:
 - 50 years for normal residential foot traffic or
 - 5 years for commercial foot traffic conditions and usage.
- Standard industry trade practice provides for an allowance for manufacturing or natural defects in wood flooring, which is generally referred to as the "waste factor." Accordingly, Bellawood products are warranted, in their original manufactured condition, to be free from milling, grading, and finish defects in excess of 5% of the total square footage of any order for domestic species and 10% of the total square footage of any order for exotic species. As a result, allowances should be made when an order is placed.
- This limited warranty is non-transferable and granted to the original purchaser only.
- Damage or defects in the flooring caused by or resulting from installation failures, including sub-surface, sub-flooring, or job-site environmental deficiencies, are not warranted.
- Installed product is considered accepted by the purchaser/installer and, as such, is not covered under the warranty. The installer should not install any board showing visible grade, manufacturing or other defects unless he/she is able to hide or trim-off the imperfection to purchaser's satisfaction. As the floor is being installed, it should be inspected frequently so that any flaws may be corrected before the entire floor is installed.
- The duration of this limited warranty will run from the date of purchase.

Protection Under This Limited Warranty:

In the event any portion of the floor should fail with respect to the provisions of this warranty, Lumber Liquidators, at its sole option, will provide a store credit for the defective portion of the flooring in excess of the 5% - 10% waste factor based on the species. The store credit may be used for future purchases at Lumber Liquidators (installation not included). Store credit is the only remedy available under this limited warranty. Lumber Liquidators reserves the right to secure the services of an independent certified inspection service to inspect, remove samples for technical analysis, assess and validate reported defect claims. Lumber Liquidators is not liable for any indirect, incidental or consequential damages arising from or relating to its sale of any products.

Purchaser / Installer Responsibilities:

Prior to installation of any wood-flooring product, the purchaser/installer must determine that the job-site environment and the sub-surfaces meet or exceed all relevant industry standards. In addition to applicable building codes, recommendations of the construction and materials industries must be followed. These recommendations include, but are not limited to, the following:

- Installation area and subfloor must be dry, stiff and flat within industry standards. The installer should use a moisture or vapor barrier. The moisture content of both the flooring and the subfloor should be checked with a moisture meter and recorded before any work begins to ensure that the difference in moisture levels between the flooring and the subfloor is no more than 4% for flooring 2 1/4" or less in width or 2% for flooring wider than 2 1/4".
- The environment must be controlled to NWFA recommended temperature (60°F - 80°F) and relative humidity (30% - 50%) standards for at least five (5) days prior to installation and throughout the life of the floor. This will help to ensure optimum performance of the floor. Uninstalled flooring should be stored in a climate controlled area at all times.
- The purchaser and installer are responsible for final inspection prior to installation. If a board(s) is unacceptable due to grade, color, finish, milling, or any other reason, the purchaser/installer, using reasonable selectivity, should cut off unacceptable piece(s), use them in hidden places such as a closet, or NOT INSTALL them at all. If quality issues are suspected, installation should cease and the store where the product was originally purchased or the Lumber Liquidators' Customer Care Department (800-366-4204) should be contacted immediately. Lumber Liquidators cannot be responsible for the act of continuing installation when the purchaser or installer suspects a quality issue or fails to periodically check for quality issues during installation.
- Use of stain, filler or putty stick for touch-up during installation is accepted as normal procedure.
- Installations must be performed in accordance with all installation instructions provided by Lumber Liquidators or the Installation Guideline from the NWFA.
- It is highly recommended that the person performing the installation carefully read the instructions in the article entitled "How to Get the Most from Your Flooring" located in the "Flooring 101" section of the Lumber Liquidators' website.

Warranty Disclaimers and Exclusions:

- Hardwood floors are a product of nature and therefore will vary in appearance from board to board. These variations, which include grain, color, tone and other attributes, make the floor unique and contribute to its character. They are not covered under the warranty.
- Color variation in wood flooring is a natural occurrence and should be expected. Variations can be due to species, age, growing conditions, natural characteristic, exposure to ultra violet (UV) light or sunlight, or other factors. For these reasons, new and/or replacement flooring may not match display samples, existing flooring and/or other wood products, such as cabinets, stair railings, trim and moldings.
- Normal exposure to UV or sunlight will bring about changes in the shading of any hardwood floor as it ages. This rich color (patina) is a normal and naturally occurring characteristic of the wood and is therefore is excluded under this warranty. Generally, about 50% of this change occurs during the first 90 days and continues throughout the first year. However, there are no industry guidelines for this situation because the type and intensity of exposure impacts the time and richness of the color change. Area rugs and furniture should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect. Any discoloration that may occur will eventually match the rest of the floor as it is subjected to UV or sunlight, typically within 6 to 12 months.
- Gloss reduction is not considered surface wear.
- Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Consequently, properly installed hardwood floors may experience some separation/gapping between the boards at different times during the year. This is considered normal. If such separation occurs, it is NOT considered a product defect and is NOT covered by this warranty.
- Hardwood floors are susceptible to damage as the result of exposure to moisture. This warranty excludes moisture damage including cupping, warping, buckling, twisting, or any other moisture-related issue. Such moisture damage may result from, among other things, broken or leaking pipes, wet mopping, spills, pets, cleansers other than Bellawood Floor Cleaner, weather conditions or natural disasters.
- Damage due to improper transportation, storage, installation, extreme indoor conditions (such as extreme heat, dryness or moisture), extreme sunlight, poor workmanship by the installer, bumps and/or surface dimples created by nailing machine, cleats, or staples, or any other accidental cause are NOT covered by this warranty.
- This warranty does not cover indentations; scratches, including but not limited to those caused by pets, tools, heels and/or toys; naturally occurring wood fiber discoloration; damages caused by spills; accidents; negligence; misuse; abuse; or sand or any extreme environmental conditions. The floor must be protected and maintained according to Lumber Liquidators' care instructions.
- Lumber Liquidators assumes no liability for, and this warranty specifically excludes, any claims for indirect, incidental or consequential damages.
- Under no circumstances shall any liability of Lumber Liquidators arising out of or relating to the purchase of Bellawood flooring exceed the total sum paid by the purchaser to Lumber Liquidators for the flooring at issue.

THE PROVISIONS SET FORTH HEREIN CONSTITUTE THE SOLE WARRANTY FROM LUMBER LIQUIDATORS WITH REGARD TO BELLAWOOD FLOORING. ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, ARE DISCLAIMED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Lumber Liquidators maintains exclusive rights to alter the obligations and limitations of this warranty.

