



QUALITY GUARANTEE

All of our solid wood floors are custom-crafted to the highest quality standards. Each plank goes through numerous inspections for quality of grade and milling throughout the manufacturing process. However, we urge you and your installer to inspect your flooring BEFORE installation. If you are not 100% satisfied with your flooring, please contact us prior to installation or any cutting or marking on site and we will replace any flooring material that does not meet grade specifications. We reserve the right to require photographs of, or the return of any material in question prior to release of replacement material. We will not accept returns of, or replace, any materials which have been installed, damaged in return transit due to improper/insufficient packaging, or cut or marked after leaving our shop.

WARRANTY

Canadian Heritage Timber Co. warrants to the original purchaser that the flooring materials provided by us will be per the specifications set forth on our Grade Specifications and your Order Confirmation. All flooring will be kiln-dried to an average moisture content of 8% at the time of shipment. This warranty is non-transferable.

EXCLUSIONS

The following conditions are not covered under Canadian Heritage Timber Co.'s warranty:

- Changes in the condition of the flooring due to improper storage, acclimatization, handling or installation of flooring. This includes cracks, checks, and colour variation from any cause other than manufacturing or the inherent character of the wood.
- Deficiencies of, and/or improper preparation of, the subfloor.
- Insect infestation following shipment from our shop.
- Marks, dents, or scratches in the flooring or finish caused by furniture, casters, wheels, and pet claws.
- Falling and/or dropped objects which can dent or fracture the flooring and/or finish.
- Moisture penetration from any surface. This includes shrinkage due to moisture loss from inadequate humidity in the place of installation.
- Construction traffic abuse to the surface of the flooring.
- The normal wearing of the finish in any area, unusual/heavy foot traffic, spiked shoes and/or heels, including reduction of sheen/gloss.
- Changes in the wood caused by any stain or finish applied at the factory, by the customer/homeowner, or by the installer/finisher including, but not limited to, refinishing or recoating.