LINT TILE
Hardwood Collection

# ENGINEERED HARDWOOD WARRANTY GUIDE

## INSTALLER & DEALER RESPONSIBILITIES

Proper handling, storage, acclimation, and installation of Lint Hardwood Collection products are the responsibility of the installer and/or dealer. Flooring must be stored in a dry, climate-controlled environment and acclimated according to recommended job site conditions prior to installation.

The installer is responsible for performing a final inspection of all flooring before installation begins. Once material is installed, it is deemed accepted, and any visible defects are no longer covered under this warranty. The installer must also verify that the flooring is installed over a structurally sound and suitable subfloor in accordance with all published installation guidelines.

## INSTALLATION WARRANTY DISCLAIMER

Lint Tile and its manufacturing partners do not assume responsibility for installation labor costs, removal, or replacement charges associated with warranty claims.

Industry standards allow for up to a 5% margin of variation in natural materials. Minor imperfections within this tolerance are considered acceptable and do not constitute a manufacturing or structural defect.

## FINISH WARRANTIES

**Lifetime** Residential Finish Warranty

**5-Year** Light Commercial Finish Warranty

Lint Hardwood Collection engineered products feature factory-applied aluminum oxide finishes designed for durability and long-term performance.

The finish is warranted to the original purchaser against wear-through or delamination under normal residential use, or light commercial use where applicable, for the stated warranty period.

This warranty **does not** cover damage resulting from:

- Scratches, dents, or indentations
- Improper cleaning or maintenance
- Negligence or misuse
- Pets, insects, or spiked heel footwear
- Moisture, standing water, or wet mopping
- Sand, grit, or abrasive debris
- Inadequate furniture protection
- Failure to follow written care and maintenance guidelines

Written notice of any alleged defect must be provided prior to the expiration of the applicable warranty period and must include verification that the product was properly installed and maintained.

## WARRANTY EXCLUSIONS

Lint Hardwood Collection warranties do not cover damage or conditions caused by, but not limited to:

- Fire, flooding, or excessive moisture
- Extreme heat or prolonged dryness
- Natural disasters or environmental exposure
- Normal color variation or natural wood characteristics
- Improper installation or subfloor conditions
- Improper maintenance or cleaning methods
- Rolling loads, caster chairs, or wheel traffic
- Expansion or contraction due to humidity fluctuations
- Products sold as seconds, economy, cabin, tavern, antique, or non-standard grades

These warranties are provided in lieu of all other express or implied warranties to the maximum extent permitted by law. Lint Tile assumes no liability for incidental or consequential damages.

## MANUFACTURING DEFECT WARRANTY

Lint Hardwood Collection engineered flooring is warranted to be free from manufacturing defects for as long as the original purchaser owns the home.

Because wood is a natural product, some variation and naturally occurring characteristics are expected. Installers and owners must exercise reasonable selectivity, trimming or excluding boards with unacceptable natural features prior to installation.

Installations require additional material for cutting and culling. Remaining unused material ("attic stock") should be retained for future repairs or replacements.

## STRUCTURAL WARRANTY – PREFINISHED ENGINEERED FLOORING

### Lifetime Residential & Light Commercial Structural Warranty

Lint Hardwood Collection engineered flooring is warranted against delamination or ply separation under normal residential and light commercial use when installed and maintained in accordance with published installation instructions.

## LIMITATION OF LIABILITY

The sole remedy under this warranty shall be, at Lint Tile's discretion:

Repair or replacement of defective material for the affected area only, or
Refund of the original purchase price of the defective product.

Lint Tile's total liability shall not exceed the original contract price of the material. Replacement products will be of comparable value, color, and grade when available. If discontinued, a similar product may be substituted.

All warranty claims must be submitted for evaluation through authorized distribution channels.

## WARRANTY LIMITATIONS

This warranty is void if damage or failure results from any of the following:

- Visible Defects not reported prior to installation
- Uneven or Improper Subfloors
- Improper Installation contrary to written instructions
- Improper Maintenance or Inadequate Care
- Abuse, Accidents, or Abnormal Wear
- Stiletto Heels or concentrated point loads
- Scratching during or after installation
- Moisture-Related Issues
- Rolling Loads or Office Chairs without Mats
- Excessive Sunlight or UV Exposure
- Color Variation from Samples
- Radiant Heat Systems not installed per guidelines

Warranties apply only to the original purchaser and are non-transferable.

Rental properties, leased spaces, and apartments are classified as commercial installations and are covered under the light commercial warranty only.

## IMPLIED WARRANTIES DISCLAIMER

All implied warranties, including merchantability or fitness for a particular purpose, are expressly disclaimed to the extent permitted by law. Some states may not allow limitations or exclusions; in such cases, applicable state law will apply.

## FILING A WARRANTY CLAIM

To initiate a claim:

- Notify the retailer or distributor in writing
- Provide proof of purchase (original dated invoice or receipt)

Visible defects on uninstalled material must be reported within 30 days of delivery. Claims for non-visible defects may be made during the applicable warranty term.

## PRORATION POLICY

Unless otherwise stated, warranties are prorated based on length of ownership.

Years 1–3: 100% material coverage
Year 4 onward: Prorated based on remaining lifespan
Reasonable labor coverage applies to residential and light commercial installations per schedule

## PRORATION SCHEDULE

| 5 YEAR LIGHT COMMERCIAL MATERIAL | | LIFETIME RESIDENTIAL (MATERIAL)<br>Based upon industry standard of 33-year lifespan of wood products | |
|---|---|---|---|
| Year 1-3 | 100% | Year 1-3 | 100% |
| Year 4 | 20% | Year 4-10 | 85% |
| Year 5 | 10% | Year 11-13 | 70% |
| End of Year 5 | 0% | Year 14-17 | 60% |
| | | Year 18-19 | 50% |
| | | Year 20-21 | 45% |
| | | Year 22 | 40% |
| | | Year 23 | 35% |
| | | Year 24 | 30% |
| | | Year 25 | 25% |
| | | Year 26 | 20% |
| | | Year 27 | 15% |
| | | Year 28-29 | 10% |
| | | Year 30-33 | 5% |
| LABOR | | | |
| 1st-2nd Year | Up to 100% | | |
| 3rd-4th Year | Up to 50% | | |
| End of Year | 33% | | |
| 5+ Years | 0% | | |

## PRORATION SCHEDULE (SUMMARY)

**Lifetime** Residential (Material) Industry lifespan reference: 33 years
Light Commercial (Material) **5-Year term**

Labor coverage decreases after year two and expires after year four. Material value continues to prorate until end of term.

## IMPORTANT NOTICE

Always reference the most current installation and warranty documentation. Updated instructions are available through authorized Lint Tile distributors.