

ARTISAN WOOD INDUSTRY, INC. WARRANTY

Artisan Wood Industry, Inc. does not warrant the installation of any solid hardwood flooring over a radiant heated sub floor.

25 Years Finish Warranty on Solid floors

Artisan Wood Industry, Inc. warrants, to the original purchaser, that the surface finish, an eleven step UV cured acrylic urethane aluminum oxide incorporating ceramic technology factory applied on its Artisan pre-finished hardwood floor will not wear through or separate from the wood for a full twenty-five years, from the date of purchase, when used under normal residential traffic conditions, and as long as you follow the preventive maintenance and regular maintenance as prescribed in and suggested in the World Floor Covering Association Maintenance Guidelines. Finish warranty excludes any indentations, scratches, dents or surface damages caused by lack of proper maintenance, improper installation, misuse, negligence, accidents, pets, spiked heel shoes or shoes not under proper repair, water, wet mopping, erosion, pebbles, sand, moisture damages from sub floors, outdoor and / or indoor dryness or moisture Air, other abrasives, insufficient and /or protection. The surface wear must be readily visible and cover at least a full square inch of the surface area. Gloss reduction is not considered surface wear. All wood is natural, therefore there will be variances in color and wood grain, and wood flooring will naturally change in color after exposure to UV indoor or sunlight. This will not be covered in the finish warranty. Some of the exotic woods are photosensitive and will change color. Use of floor care products other than those especially formulated for use on Artisan Wood Industry, Inc, may damage your floor and may void the warranty. Natural wood floor's colors, grain and knots will not cover by 25 years finish warranty.

Structural lifetime warranty on solid floors

Every step of the manufacturing process goes through a strict and rigorous quality control standard. This is your best guarantee of superior quality and consistency in our products. It is mandatory that the purchaser(s) install the floor per Artisan Wood Industry, Inc. installation instructions. Artisan Wood Industry, Inc. warrants to the original purchaser that its solid pre-finished Hardwood floors are free of any manufacturing defects. Manufacturing defects are: improper milling, cutting, staining, or coating. Structural lifetime warranty means that the hardwood flooring will remain free from defects in the base structure of the product, assembly, milling, dimension, cutting, for as long as the original purchaser own the home. All solid wood is susceptible to excessive dryness or moisture damage. Therefore Artisan Wood Industry, Inc. can not be liable for gap/abnormal, cupping, warping, buckling, twisting, crowning and damages from outdoor or indoor dryness or moisture air. It is the installers' responsibilities to inspect each board prior to the installation. Panels not visually or physically acceptable, also to grade or species, should be put to the side, and used in an acceptable location. Once the board is installed, it is no longer in question as to the structural warranty. If this board does not install properly, than again it is not to be used. There is still a warranty against cracks, splits, and finish, which are not related to dryness or moisture damages. Damages due to improper transportation, storage, installation, extreme indoor conditions, (extreme heat, dryness, or moisture), moisture damages from sub-floors, extreme sunlight, or any other accidental cause, are not covered by the warranty. Exposure to excessive heat, UV indoor or sunlight, dryness, or moisture, may cause damage to the flooring are not covered by the warranty. It is natural, due to inherent properties of wood that some minor contraction and expansion might occur. These occurrences, and/or visual changes of the hardwood floor or engineered floor will self correct with seasonal climate changes and/or when maintaining suggested normal environmental conditions. All wood is natural; therefore there will be variances in color and wood grain. Colors, grain and knots of the wood floors will not cover by structural life time warranty.