

Engineered Hardwood Flooring: Warranty, Installation, & Maintenance



Available from Weyerhaeuser

■ Warranty: engineered hardwood flooring

Full Residential Lifetime Warranty

We are pleased to offer you the following full residential Lifetime Warranty, which covers all Weyerhaeuser products installed using Weyerhaeuser's recommended installation methods, maintained using recommended floor care procedures under proper humidity conditions within your home, for as long as you own your home. The Full Residential Lifetime Warranty is extended to the original purchaser(s) of Weyerhaeuser hardwood flooring, for as long as they own their homes. It warrants only product applications (not installation methods) that are approved by Weyerhaeuser

Weyerhaeuser Hardwood Flooring

Weyerhaeuser warrants you, the original purchaser of the Weyerhaeuser hardwood floor, that your Weyerhaeuser hardwood floor will be free from defects of material or workmanship for as long as you own your home. That means your Weyerhaeuser floor was graded, measured, milled, assembled and quality control inspected in our plant and that it was manufactured to our specifications and industry standards when we shipped it. Once it is installed properly in your house, it will stay that way for as long as you own your home.

Mara-Thon™ Ultra Finish

Weyerhaeuser warrants that your Mara-Thon™ Ultra Finish wear surface will last under normal residential traffic conditions for a period of 30 years from the date of purchase, as long as all the Protecting and Cleaning Your Hardwood Floor guidelines are followed.

Information on Filing a Claim

To file a claim, you must first contact the company where your original purchase was made. If they are unable to satisfy the claim, contact by letter: Claims – UHF, 8150 N. Central Expressway, 20th Floor, Dallas TX 75206. Weyerhaeuser will send a form that needs to be completed and returned for processing. Weyerhaeuser reserves the right to have a Weyerhaeuser representative inspect the floor and remove samples for additional evaluation if needed.

Warranty Exclusions

If your Weyerhaeuser floor develops indentations, scratches or damages which are caused by neglect, water erosion, pebbles, sand, other abrasives, misuse, abuse, insufficient protection, insects, pets, spiked heel shoes, failure to follow Weyerhaeuser's written installation instructions, improper maintenance, not maintaining proper humidity conditions or improper alterations of the Weyerhaeuser floor, then any Weyerhaeuser warranty will no longer apply. Damage due to water saturation such as a leaky faucet, broken pipe and wet mopping is excluded from Weyerhaeuser's warranty. Maintaining proper humidity is necessary - please refer to the products installation instructions for suggested range. If minor separations occur due to seasonal humidity changes,

they are not covered by this warranty. Weyerhaeuser reserves the right to determine, with sole discretion, whether any item hereunder is defective or subject to an exclusion noted above.

WEYERHAEUSER FULL RESIDENTIAL LIFETIME WARRANTY DOES NOT APPLY TO ANY PRODUCT OR PRODUCTS DESIGNED OR SOLD AS "B" GRADE, BARGAIN GRADES, CABIN GRADES, SECONDS, CLOSEOUTS, OR NONSTANDARD ITEMS SO MARKED OR DESIGNATED. ANY PRODUCT OR PRODUCTS SO DESIGNATED ARE SOLD "AS IS" AND THE WEYERHAEUSER FULL RESIDENTIAL LIFETIME WARRANTY DOES NOT APPLY.

THE ABOVE WARRANTIES ARE THE COMPLETE AND EXCLUSIVE STATEMENT OF WEYERHAEUSER WARRANTIES, AND ARE EXPRESSLY OFFERED IN LIEU OF ALL OTHER EXPRESS AND/OR STATUTORY WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

WEYERHAEUSER ASSUMES NO LIABILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING BUT NOT LIMITED TO MOVING FURNITURE OR LODGING, ETC. ASSOCIATED WITH ANY REPAIR OR REPLACEMENT. SOME STATES DO NOT ALLOW THE EXCLUSION OF LIMITATION FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. IN THAT CASE, THESE EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

WEYERHAEUSER FLOORING MAY REPAIR, REFINISH OR REPLACE ANY DEFECTIVE PRODUCTS, AT ITS SOLE DISCRETION, AS THE SOLE REMEDY PROVIDED BY THIS WARRANTY. ANY ATTEMPT TO REPAIR, REPLACE OR REFINISH PRIOR TO UNIVERSAL'S OPTIONAL INSPECTION WILL VOID THIS WARRANTY. NO INSTALLER, RETAILER, AGENT OR EMPLOYEE OF WEYERHAEUSER HAS THE AUTHORITY TO INCREASE OR ALTER THE OBLIGATIONS OR LIMITATIONS OF THIS WARRANTY.