



## Green River American Hardwood

### Pre-Finished Solid Hardwood

#### PRODUCT WARRANTY

For more than 30 years, Green River American Hardwood has set the industry standard for quality and beauty in unfinished hardwood flooring. Green River is pleased to offer a **pre-finished solid hardwood** flooring that is consistent with the excellence of our unfinished flooring.

Green River provides the following Residential and Light Commercial Warranty Program for our pre-finished flooring products with the understanding that Green River flooring has been installed following recommended industry guidelines and in compliance with required maintenance procedures and humidity conditions within your home or business.

#### Lifetime Structural Warranty

Green River sets the highest standard in the manufacturing of our solid hardwood flooring products. The result is a consistency of quality second to none.

Green River Warrants to the original purchaser of its pre-finished flooring against any manufacturing defects caused by improper milling, grading and staining. All Green River pre-finished flooring products shall have a nominal  $\frac{3}{4}$ " thickness and a dimensional integrity that meets or exceeds industry standards. This warranty is extended for the life of the product as long as the original purchaser owns the residence or business. ***The warranty is not transferable to subsequent owners.***

In instances where this warranty is applicable, Green River's liability is limited to replacing or repairing the defective boards if it is determined that defective materials exceed five percent (5%) of the total flooring, in compliance with industry standards. All hardwood flooring products have a five percent (5%) cutting and waste allowance. Damage due to improper handling, transportation, storage, installation or extreme conditions such as extreme heat, dryness, moisture or exposure to sunlight, are not covered. The owner and installer have an implied requirement to inspect all of the material **prior to installation** for unacceptable color range, finish quality and dimensional consistency. **Green River is not liable for labor costs associated with repair or replacement of visually defective materials after the floor is installed.**

***Note*** that it is normal, due to the inherent character of natural hardwood, that some minor expansion or contraction may occur. These occurrences should self correct with seasonal climate changes.

## Lifetime Residential Finish Warranty

Green River – American Hardwood is pleased to offer a state-of-the-art **NANO-TECH** finish provided by Chemcraft International. Unlike other finishes, the particles in our **NANO-TECH** are molecular in size, creating a solid film over the wear surface of the flooring. This significantly enhances the scratch resistance. Green River **NANO-TECH** finish also contains an anti-microbial ingredient called Ultra-Fresh that acts as an effective inhibitor to fungus and bacteria. Green River **NANO-TECH** finish will not wear through or separate from the solid hardwood for a period of:

- **The Lifetime** of the floor, when installed under normal residential traffic conditions, or
- **Five (5) years** from the date of purchase, when installed within normal light commercial conditions into offices or retail stores (excluding food service areas).

### Exclusions and Limitations

**Internet Sales Disclaimer:** Green River strongly discourages the purchase of any of our solid hardwood products over the internet. Green River has established an extensive network of outstanding distributors, dealers, contractors and builders, all of whom have been trained on the proper installation and maintenance of our flooring products. Green River will not process any warranty claims or accept returns on products purchased via the internet.

**Pre-Inspection of Flooring:** It is the responsibility of the installer, whether a professional or a homeowner, to inspect each piece of flooring prior to installation. **Green River accepts no responsibility or liability for the replacement cost of product replacement and/or labor for flooring containing grade, milling or dimensional defects for flooring installed prior to resolution of a complaint. The installation of the product implies full acceptance of the quality of the Green River flooring.** All Green River flooring is guaranteed to have been manufactured to or above standard industry standards which allows for a defect tolerance not to exceed 5%.

**Care and Maintenance:** These warranties apply only on the condition that regular care and preventive maintenance is performed in compliance with the published Green River recommended guidelines and applies only to the original owner. For more details on care and maintenance please visit our website at [www.greenriverlumber.com](http://www.greenriverlumber.com).

This warranty excludes any scratches or indentations caused by a lack of proper maintenance, negligence, use of abrasives on the surface, water, wet mopping, contact with gravel, sand or spiked-heeled shoes, and unprotected movement of furniture or improper installation. Surface wear must be readily visible and cover a minimum of ten percent (10%) of the surface area. A slight reduction in gloss level over a substantial period of time is not considered to be surface wear.

**Note** that the use of floor care products other than those specifically recommended and formulated for the maintenance of **NANO-TECH** finishes may damage the finish and void this warranty.

Solid hardwood flooring is a natural product and is affected by temperature and humidity. Normal relative humidity levels of 35% to 55% must be adhered to in order to avoid excessive drying or swelling of the wood.

**Other Disclaimers and Exclusions:** FAILURE TO FOLLOW GREEN RIVER RECOMMENDATIONS FOR INSTALLATION, CARE AND MAINTENANCE WILL VOID THIS WARRANTY. INDENTATIONS, SCRATCHES, STAINS CAUSED BY MISUSE OR IMPROPER ALTERATIONS, MECHANICAL CLEANING EQUIPMENT, FIRE, WATER OR COLOR CHANGE CAUSED BY EXPOSURE TO ULTRAVIOLET LIGHT EXPOSURE, AND DAMAGE FROM IMPROPER HUMIDITY, PEBBLES, SAND AND OTHER ABRASIVES, UNPROTECTED FURNITURE LEGS PET CLAWS, INSECTS, STILETTO HEELS AND CLEATS ARE NOT COVERED BY THIS WARRANTY.

## **To File a Claim**

To file a claim under the conditions of the Green River Warranty program you must first contact the Green River dealer where the original purchase was made.

A written notification of the claim must be filed within the warranty coverage period, and within six (6) months of the occurrence of the problem. Documentation verifying the date of purchase and that the claimant is the original purchaser, such as a dealer invoice, will be required in order for the claim to be considered. No claim will be considered without verification that the Green River Dealer has been paid in full in advance of the claim. If the Green River Dealer fails to respond to your claim within a period of sixty (60) days you may contact us by letter at the following address:

Green River – American Hardwood  
193 East Seneca St.  
Oswego, NY 13126

Green River will send you a form that will have to be completed and returned for processing. Green River reserves the right to have a designated representative inspect the flooring related to the claim and to remove samples for testing and analysis.

## **Disclaimer of Unstated Warranties**

This Green River limited warranty is in lieu of all other Green River warranties expressed or implied.