

Limited warranty for Timber Hardened Wood Floors

This warranty covers Endure Materials Timber hardened wood flooring purchased after October 1, 2020, for all approved uses. The warranty extends to the first purchase and the original installation only and expires upon transfer of ownership for the property where the product is installed, or upon the resale, transfer, or relocation (after installation) of the product. Coverage may be lost if the original purchaser fails to strictly follow all installation and maintenance instructions and recommendations as provided by Endure Materials to its customers.

FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP WARRANTY

Endure Materials warrants its first-grade Timber hardened wood flooring, in their manufactured condition, to be free from defects in material and workmanship in grading, dimension, profiling, and assembly. The purchaser must carefully inspect the flooring panels before installing them according to the installation instructions to be covered by this part of the limited warranty. Flooring panels that have been installed are considered to be inspected and accepted by the purchaser under this limited warranty.

WARRANTY TIME FOR APPROVED USES OF TIMBER HARDENED WOOD FLOORING

Endure Materials warrants that the Timber hardened wood flooring it supplies will comply with the international standards as defined in the Endure Materials technical data sheets for hardened wood flooring. This specifically includes: Commercial installations under Class 33 usage have a 10-year warranty.

WARRANTY FOR STRUCTURAL DURABILITY AND WEAR

Endure Materials warrants the durability of the multilayer product structure relating to the process of pressing and fusing single layers together. This means that Timber hardened wood flooring and the 5G® Dry™ installation system will not delaminate, swell, cup, or crack due to normal cleaning practices, when properly installed in the permitted areas of use and maintained according to Endure Material's installation and maintenance procedures, as enclosed with the product (see the Care and Maintenance instructions for additional information).

LIMITED WARRANTY FOR WATERPROOFNESS

What does waterproof mean under this limited warranty?

Endure Materials Timber hardened wood flooring and the 5G® Dry™ installation system has undergone and passed testing according to the current applicable industry standards to test the floor's (in particular the joints') resistance to moisture over time. This means that topical spills, as long as the spill does not flow over the edge of the surface (edge of the room, cut boards, etc.), left for up to 24 hours, will not cause your Endure Materials Timber hardened wood floor and the 5G® Dry™ installation system to crack or delaminate. There will be no swelling (i.e. less than 3 %) when the floor has been left to dry for 24 hours and the floor will suffer no visual defects due to the topical spill such as discoloration, change in finish, or warping. To best ensure the floor's long-lasting condition. It is recommended that any spill is removed as soon as possible. All sources of subfloor moisture must be remedied prior to installation. In case of standing water or flooding, Timber hardened wood flooring and the 5G® Dry™ installation system will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. For example, casualty events involving water coming in contact with your floor or damages due to failures normally covered by owner's insurance, including but not limited to flooding or standing water from leaky pipes, faucets, or appliances are excluded from this limited warranty or damage to the subfloor and/or surrounding structure that is caused by standing water or flooding. Damage resulting from mold and/or mildew growth due to prolonged exposure to moisture is not covered by this limited warranty.

LIMITED WARRANTY FOR WEAR RESISTANCE

The Surface Technology ensures a durable and wear-resistant surface. Every plank is ready to install right out of the carton. There is no need for sanding or staining. With Timber hardened wood flooring you are assured excellent durability and wear-ability. Endure Materials warrants that the wear layer, including the veneer layer, will not wear through or peel off of the hardwood flooring, provided the floor is used under normal conditions and installed and maintained in according to the Installation and Care instructions, in each case as enclosed with the product. Under this limited warranty, wear defects are considered as visible wear through the wear layer covering the surface of at least 1 square inch.

HOW TO GET WARRANTY SERVICE

Each panel of Timber hardened wood flooring is carefully inspected with the utmost concern for quality control. The floor is expected to perform in what Endure Materials considers to be normal applications and conditions. If a panel fails due to waterproofing, wear layer, bonding, or other structural issues under normal use, contact Endure Materials within 60 days of discovering the defect and within the warranty period.

WARRANTY LIMITATIONS

Because all products with a wood surface undergo color changes when exposed to UV-light from the sun, visual damage such as joints, changes in color due to exposure to light, and the deformation of individual planks caused by seasonal, room climate conditions are not covered by this warranty.

The surface coating (oil or lacquer) protects the underlying wood wear layer and will naturally wear over time. This warranty does not cover surface coating wear or damage to the wear layer resulting from delayed or improper maintenance of the coating.

This warranty applies only to floors used under normal indoor conditions, defined by Endure Materials as a relative humidity between 35% and 65%. While Timber hardened wood flooring can tolerate brief periods of extreme conditions, prolonged or repeated exposure may cause plank cupping and is not covered under warranty.

The warranty excludes damage from:

- Improper treatment or maintenance
- Sanding or abrasive materials
- Excessive moisture (e.g., wet mopping, spills, standing water)
- Acts of God
- Loads exceeding 500 lbs/plank
- Furniture or heavy items (e.g., pianos) without protective pads
- Mechanical damage (e.g., scuffs, scratches, dents, gouges, or gloss reduction) from sharp objects, pet claws, spikes, or high heels
- Insect infestation

Proper care and maintenance as outlined in the enclosed instructions are required. If instructions are missing or incomplete, it is the purchaser's responsibility to obtain them from Endure Materials or www.endurematerials.com before installation or resale.

WARRANTY DISCLAIMER AND LIMITATION OF LIABILITY

This is the only warranty provided by Endure Materials for Timber hardened wood flooring and the 5G® Dry™ installation system. It replaces all other warranties—oral, written, express, or implied. Endure Materials specifically disclaims all implied warranties, including warranties of merchantability and fitness for a particular purpose. For valid claims, Endure Materials will, at its discretion, provide replacement material or repair material and cover reasonable labor costs. In any case, Endure Materials' total liability will not exceed the purchase price for the defective materials.

The following items must be presented to Endure Materials for a claim under this limited warranty to be considered: Valid proof of purchase in the form of a sales receipt or other documents to establish proof of purchase; and a description of the problem and photographs/samples that communicate the warranty problem. Endure Materials may inspect the product on site and provide its own conclusions for the claim. Endure Materials reserves the right and must be able to inspect the product where it is installed for this warranty to apply. Endure Materials may exercise this right within its own discretion. When a warranty claim is acknowledged, Endure Materials will repair the product or provide replacement products of the same general quality. If the applicable product range is no longer produced or stocked, Endure Materials reserves the right to replace it with a product from its existing product range at the time the complaint is made. Endure Materials will supply the replacement material free of charge to the client.

Any services provided by Endure Materials covered in this warranty do not extend the original warranty period as stated above.

HOW STATE LAW APPLIES

This warranty gives you specific legal rights, which may vary by state. Some states do not allow certain exclusions or limitations on implied warranties or damages (including incidental, consequential, emotional distress, or punitive damages). In such cases, those limitations will apply only to the extent permitted by law.

This warranty is governed by the laws of Sweden. Any disputes arising from it will be resolved exclusively by the Arbitration Institute of the Stockholm Chamber of Commerce under its Expedited Rules. The arbitration seat will be New York City, USA.



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