



## Limited Warranty

### Online Sales Policy & Out-Of-State Sales Policy

As a word of caution, you may find our products available for sale on the internet and if you choose to purchase our products online or out of state, please be aware that Madera de Diseno will not honor any warranty and/or guarantee on its products. Our products are meant to be sold exclusively through our Authorized Dealers to protect our customers from misrepresentations and from buying inferior products.

### 25 Year Residential Finish Warranty & 5 Year Commercial Finish Warranty

Madera de Diseno Warrants to the original purchaser, that it's factory applied surface finish will not wear through or separate from the floor within 25-Year under normal residential conditions and uses, and 5-Year Light Commercial under normal Commercial conditions and uses.

*Limitations do apply, see below for details*

### Material Warranty

Madera de Diseno Warrants that the material is free from manufacturing defects which are improper milling or improper drying. Natural wood characteristics including, but not limited to, mineral streaks, knots, grain variations and normal minor differences between color samples and color of installed floor are normal characteristics of the wood and it is not considered a defect.

### Structural Warranty

Madera de Diseno Warrants to the original purchaser, that it's Engineered Wood Floors factory finished wood flooring will not delaminate (separation between plies) in normal environmental conditions, when used in residential or commercial applications, for a lifetime.

### Exclusions and Limitations

No warranty coverage is provided for flooring with visual or obvious defects of any kind, after the materials are installed. If you are installing the floor you are accepting width, lengths, thickness, texture, color, shade and dye-lot of the product and no claims will be accepted after the floor is installed for the above reasons. Visual defects or obvious defects must be immediately reported to Madera de Diseno's distributor for replacement of the defective material. All warranties will be avoided after your floor has been sanded down to bare wood. All warranties will be avoided if Madera de Diseno product gets installed over radiant heat (unless specified and approved in the installation instructions).

These warranties do not cover damages or defects of any kind caused by accident, negligence or misuse of the product including, but not limited to, indentations, scratches, grit, sand, spike heels, fire, flooding, standing water, pets, furniture or appliances. Stains or defects caused by accidental liquid dropping, use of wax or oil soaps for cleaning is also not covered by these warranties.

These warranties do not cover damages or defects caused by excessive moisture including, but not limited to, flooding, excessive ground moisture, improper humidity inside the home, water leaks caused by accident, broken pipes or appliances, failure to evaluate the jobsite before installation. These warranties exclude and will not pay consequential or incidental damages associated with any warranty claim. Madera de Diseno will not pay cost associated with relocation during the repair process such as hotel, meals, or moving and storage of furniture. This limitation does not apply to claims for personal injury. Some states do not allow limits on warranties, or on remedies for breach in certain transactions. In such states, the limits in this paragraph may not apply to you.

It is critical that all installations are done in compliance with the procedures outlined in the Madera de Diseno's Installation Instructions, which can be found online at [www.maderadediseno.com](http://www.maderadediseno.com). No damage or defects caused by improper installation or failure to provide a suitable installation environment are covered by this warranty. Failure to install your flooring in accordance with the instructions will void all warranties.



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The sole obligation and liability of Madera de Diseno under our limited warranties is to repair, replace, or refinish the floor, at Madera de Diseno's option. Only Madera de Diseno's Floor that were professionally installed by a fully licensed contractor (accordance to state) will be eligible for labor cost reimbursement. If you installed the floor yourself, we will cover the cost of replacement materials only. (Any and all labor costs must be pre-approved by Madera de Diseno.)

### Maintenance

Sweep or vacuum (with soft bristle brushes) or use an untreated dust mop on your floor regularly to remove dust and dirt. Wipe up any spills or spots immediately using a slightly damp cloth or paper towel. Use Madera de Diseno's approved cleaning products such as Bona Cleaning Products daily. Old style cleaning methods such as cleaning with a cloth that is soaked in water will cause the Floor to lose gloss level, crack, warp, bend, shrink dramatically, buckle and cause all sorts of issues and all warranties will be voided.

### Color Change

Color change on all wood products are normal and the amount will vary on the amount of sunlight, heat, air conditioning etc, the floor receives. In addition, the wood flooring does change in color as it ages and isn't considered to be a defect. Use blinds or drapes to minimize excessive sunlight the floor may receive. Area rugs and large pieces of furniture such as a couch will cause more color changes and rotating them maybe the best option.

### What to expect

- Due to the extra long lengths and extra wide planks seasonal gaps are normal especially when the floor is installed over radiant heated systems and isn't consider to be a defect.
- Minor surface checks may appear during the winter months as the humidity levels drop and often in the summer the surface checks may close up due to the humidity rising.
- Surface checking may also be common when installed over radiant heating systems when temperatures are not being followed based on Madera de Diseno's Installation Instructions.
- Gloss reduction is common with all of Madera de Diseno's products and this usually occurs when the floor is cleaned with water or non-approved cleaning methods based on Madera de Diseno's "Floor Care Page".
- When stapling or nailing the floor some squeaking is to be expecting, supplemental glue using Titebond Tongue & Groove is a must and this will eliminate the squeaking noise to some extinct.

### Temperature & Humidity

After your Floor is installed it is critical to keep the temperature of the Wood Floors to the temperature that you are comfortable with. Temperature should be kept between 60 – 80 degrees F. and the relative humidity should be between 35% – 55% at all times. Failure to do so Flooring may crack, warp, bend, shrink dramatically, buckle and cause all sorts of issues and all warranties will be voided.

THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF MADERA DE DISEÑO'S WARRANTY, NO DISTRIBUTOR, AGENT, INSTALLER OR DEALER IS AUTHORIZED TO CHANGE THE TERMS OR COVERAGE OF THIS WARRANTY. CERTAIN EXCLUSIONS AND LIMITATIONS STATED IN THIS WARRANTY ARE NOT EFFECTIVE OR ALLOWED IN SOME STATES, SO SOME EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

### Handling of Claims under this Warranty

If you need to file a claim you must contact Madera de Diseno's retailer or distributor or where the original purchase was made. If for some reason, your retailer or distributor is unable to satisfy your claim, you may contact us via email at [info@maderadediseno.com](mailto:info@maderadediseno.com). You will be requested to present the original sales invoice and identity of original purchaser to file the claim. Madera de Diseno's Wood Floor representative will be designated to inspect the floor and remove samples for technical analysis.