

LIMITED WARRANTY TERMS AND CONDITIONS

Who is covered and for how long?

All warranties hereinafter are given only to the original purchaser ("Owner") of our engineered hardwood flooring or parquet flooring "Product(s)" that is properly installed on their residential or commercial property. Our warranties are not transferable. Our Product(s) are manufactured to exceed the established industry quality standards that permit a grading variance and defect tolerance of up to 5%. However, the Owner of Product(s) is considered to be the final inspector and is fully responsible for milling, grade and finish of Product(s) prior the installation. If any quality defects are discovered before installation, Novus Wood shall be notified thereof. After the installation of Product(s), no claims relating to any mechanical surface damage will be accepted and will not be considered for warranty. This warranty is subject to restrictions and limitations.

Novus Wood guarantees that our Product(s) are free of any defects described hereinafter for the lifetime of the floor installed in residential properties or for seven years used in commercial properties.

What is covered?

Limited lifetime structural integrity warranty. Novus Wood is dedicated to providing the clients with Product(s) of superior quality. It is our aim to secure the highest quality standards as well as to prolong the lifetime of our Product(s). Our floors have a unique surface, which lasts a lifetime with the right care. We guarantee that our products are free of the following defects: twists, bends, milling or structural defects, delamination or bows.

Limited lifetime finishes warranty. We guarantee that our oil, hardwax oil and lacquer finishes will not crack, flake, peel or blister for the lifetime of the floor.

These finishes are water-repellent, dirt resistant, and washable and are resistant even to excessive wear and most liquid spills. Our oil-finished floors must be maintained to provide maximum protection and lustre and are meant to be periodically re-oiled. We recommend using specially formulated floor care products to preserve flooring. Use of floor care or sundry products other than those we recommend for use with our flooring products may damage a floor and void this warranty.

What is not covered?

These limited warranties do not cover conditions caused by improper use or maintenance, such as:

1. Reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by pets. A doormat must be placed by the entrance door to prevent dirt and sand damage to Product(s);
2. Damage caused by negligence, accidents, misuse, or abuse (i.e., dragging objects across the floor without proper protection or damage from impact of falling objects);
3. Wear caused by pebbles, sand or other abrasives, construction traffic, or failure to maintain the floor as required (please, see our Maintenance Guidelines);
4. Damage caused by caster wheels or vacuum cleaner beater bars;
5. Failure to support furniture legs with the felt patches;
6. Splits, cracks, grain raising, checking, edge fracturing, splintering or chipping that occurs after the Product(s) has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive



moisture or improper environmental conditions (i.e., low or high humidity) are not covered by these limited warranties. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 40%-60%. The average temperature must be between +18° and +25°C. Expansion and contraction of Product(s) caused by low or excessive humidity with the changing of the seasons is normal and may have a cupping effect that is not covered by these warranties. Small cracks or damages that develop from improper humidification or dehumidification, improper moisture control, and excessive drying are not covered by these warranties. If under floor heating is used, the maximum daily temperature increase should be 5°C per day. Maximum floor surface temperature may not exceed +25°C and room temperature + 28°C;

7. Damage caused by fire, flooding, and other natural disasters such as earthquake and Acts of God;

8. Normal wearing of the finish in high traffic areas, pivot-points and seating areas;

9. Changes in color due to aging, excessive moisture, exposure to sunlight or Ultra Violet rays (which may cause oxidation of finish/stain) is not considered a defect. Engineered hardwood is a natural and living product as seen in its colour and structure variations, colours or shades will change depending on the age of wood and surface gloss phase. Over time, the colour of wood naturally changes when exposed to light. While direct sunlight causes the greatest amount of change, even the lightning in a home can affect the colour of the wood. Depending on the intensity in which the floor is exposed to the sun, lighter wood turns darker, while darker wood typically becomes lighter (especially during the first 3-6 months). Area rugs should be occasionally moved, as they block sunlight and may give the appearance of discoloration under the rug. No thermal blocking carpets are allowed on the floor;

10. Colour, shade, or texture variations between samples, printed color photography or replacement

flooring and the actual material, as well as colour variations between Product(s) and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.);

11. Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor. The subfloor is the responsibility of the Owner. Failure of our Product(s) relating to the subfloor, in any manner, is not the responsibility of Novus Wood and is not covered by these warranties;

12. Noises including, but not limited to, squeaks, popping, etc.;

13. A product(s) deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties. Visible defects should be evaluated by their visibility from a standing position in normal lighting;

14. Natural wood characteristics such as variations in grain, colour, mineral streaks, knots, normal differences between colour of samples and the colour of installed floors, and colour variations from board to board;

15. Floors damaged by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions. Any water must be removed from Product(s) as soon as possible;

16. Insect's infestation after installation;

17. Damage resulting from an application of finishes other than recommended by Novus Wood, including refinishing or recoating.



What will we do if any of the covered events occur?

If any events listed above occur within the warranty periods specified, Novus Wood will refinish, repair or replace Product(s) of similar colour, pattern and quality. In the unlikely event that we are unable to refinish, repair or replace Product(s), we will refund the portion of failed Product(s). This warranty does not include the removal or replacement of furniture, cabinets, fixtures or supplemental costs, including but not limited to: relocation during the repair process such as hotel, meals, or moving and storage of furniture.

If the replacement or repair fails in the same manner a second time, the site conditions will be deemed unacceptable for the installation of our Product(s). These are the exclusive remedies under this limited warranty if a defect or another warranted condition occurs. Novus Wood reserves the right to verify any claims or defects by inspection and have samples removed for technical analysis.

What should you do if the problem arises?

If you believe that the purchased Product(s) does not conform to the warranties described prior to, you must submit a claim to us in writing as soon as possible. While we will try to resolve the majority of claims within 30 (thirty) calendar days from the day you contact us, some claims may require additional time. It is your responsibility to file a timely claim to protect your rights under these limited warranties. Novus Wood reserves the right to inspect the flooring and take humidity measurements in a place where Product(s) is installed.

Samples

If we provide you with one or more samples, they represent the general quality of our Product(s) you can expect. Wood is a natural product, and, therefore, you should expect variation in the character, actual color, texture, grain, knots and other features of the final Product(s) you purchase. Therefore, the sample is not a warranty or representation, and this is not a "sale by

sample."

Website

Information contained on our web site or in our brochures is general information only, and is not part of any offer or binding upon us. NovusWood may change this web site at any time without notice.

What Is Excluded From These Limited Warranties?

Novus Wood hereby excludes coverage of all consequential damages of any kind resulting from the breach of these warranties or from any failure to perform under the terms of these warranties including, without limitation, any damage to the building in which Product(s) is installed or to the property contained therein, any injuries sustained by any person or any economic losses, commercial losses, loss of time, loss of use of the building or incidental charges such as telephone, travel or lodging expenses. The warranties described above are the sole and exclusive warranties provided by Novus Wood. We expressly disclaim all other express warranties, whether oral or written, and we are not responsible or liable for any promises, representations, commitments or agreements made by employees, agents or representatives of Novus Wood, which are not in accordance with the warranty above. These warranties give an Owner of Product(s) specific legal rights and he/she may also have other rights, which vary from country to country. These warranties do not modify or limit those rights but shall run concurrently with them. Any provision of this warranty, which is incompatible with some public order legislation, will not invalidate the remaining provisions of these warranties. Some legislation may forbid restrictions upon warranties granted by law. In cases covered by such legislation, these restrictions do not apply.

Please keep your sales receipt. Information regarding the claimed defect and date and proof of purchase must be provided.