

Warranties for Duo-plank Flooring Products

These warranties are given to the original purchaser only. They are subject to the exclusions, procedures, limitations and exclusions set forth herein. Only approved product applications as recommended by V.A. Hutchison are covered by these warranties.

Finish warranties

V.A. Hutchison warrants to the original purchaser that the finish of V.A. Hutchison flooring, from the date of purchase, when used under recommended residential or commercial, traffic conditions and maintained as recommended by V.A. Hutchison, will not wear through or separate from the wood for the period of twenty-five years. Finish warranties exclude any scratches, indentations or damage due to improper maintenance, misuse, insects, erosion, negligence, spiked heel shoes, pets, water, moisture, pebbles, sand, other abrasives or poor protection on furniture, wet mopping or failure to follow all of the manufacturer's written maintenance instructions. Floor care products other than those recommended by V.A. Hutchison may damage your floor and may void the warranty.

Structural warranty

V.A. Hutchison warrants to the original purchaser, that the floorboards will remain free from manufacturing defects in assembly, dimension, grading, lamination and milling for as long as the original purchaser owns the home. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may therefore experience some separation between boards at different times during the year. If separations do occur, they are not covered by this warranty.

Wood wear layer warranty

V.A. Hutchison gives a twenty-five year wood wear layer warranty on its flooring products for commercial and residential use. V.A. Hutchison warrants to the original purchaser that the impregnated wood wear layer will not wear through for the lesser of twenty-five full years or as long as the original purchaser owns the home or commercial floor.

Pre-installation warranty

The person installing the floor should carefully inspect the material before installation. Any uncut pieces that appear to have defects should be returned to the original place of purchase and those pieces that do not meet our standards will be replaced free of charge. Since this is a natural wood product, there will be variation in colour, tone and grain. Such variations are not covered by this warranty. Further, this warranty provision is void upon installation of the flooring.

V.A. Hutchison warranty protection explained

If in the unlikely event any portion of the original purchaser's floor should fail with respect to the provisions of these warranties, V.A. Hutchison, at its sole option, will repair, refinish or replace said portion at no cost to the original purchaser with the same or equivalent product. In the unlikely event V.A. Hutchison is unable to correct the failure after a reasonable number of attempts, V.A. Hutchison will refund (if requested) the purchase price for the portion of the floor that failed. To file a claim, first contact the retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact V.A. Hutchison. Claims must be filed within the warranty coverage period and documentation verifying purchaser and date of purchase will be required. V.A. Hutchison reserves the right to have a designated V.A. Hutchison representative inspect the floor(s) and to have samples removed for technical analysis. V.A. Hutchison Warranties are not transferable. No installer, retailer or distributor, or employee of V.A. Hutchison has the authority to alter the obligations or limitations of any V.A. Hutchison warranty.

Disclaimers and exclusions

Colour variations in wood flooring are a natural occurrence due to 10 species, age or character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring. Gloss reduction is not considered surface wear.

V.A. Hutchison is not responsible for colour variation of product or samples for the consumer matching flooring to other wood products such as furniture, stair railings and mouldings. Naturally occurring wood characteristics such as variations in grain, colour, mineral streaks and knots are not considered defects.

Normal exposure to sunlight will bring about changes in shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discolouring under the rug. This is not a product defect.

Installations must be performed in accordance with all V.A. Hutchison installation instructions.

It is the responsibility of the installer and/or the owner to inspect boards prior to installation. V.A. Hutchison accepts no responsibility for costs of product or labour when boards with visible defects have been installed. Before installation begins, all subfloors must be inspected for moisture problems to insure that they are dry. Written documentation of this inspection must be obtained. Subfloors with known moisture problems are not covered by this warranty.

Damage due to water and/or moisture, including, but not limited to broken or leaking pipes, wet mopping, weather or natural disasters, is excluded from V.A. Hutchison warranties. V.A. Hutchison warranties do not cover indentations, scratches, stains or damage caused by negligence, fire, water, moisture, excessive heat, excessive dryness, erosion, pebbles, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, colour variations, naturally occurring wood characteristics, failure to follow all the manufacturer's written installation and/or maintenance instructions, improper maintenance, wet mopping, insufficient protection, misuse or improper alterations of the original manufactured product. V.A. Hutchison warranties do not cover natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.

No warranties apply to any products designated as seconds, rustic, off-goods or non-standard items, any product(s) so designated are sold "as is."

This writing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all other express and/or statutory warranties by the manufacturer, to the extent provided by the law. V.A. Hutchison assumes no liability for incidental or consequential damages, however, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion 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. The sole remedy provided herein is the repair, refinish, replacement or refund of defective products.

Prevention

- In order to protect your floor ● Keep the indoor relative humidity between 40% and 60% ● Use felt leg protector pads under all furniture legs
- Clean your floor using a damp cloth ● Wipe up spills immediately ● Use a dolly, rolled over plywood when moving heavy objects
- High traffic areas should have (slip resistant) runners and area rugs ● Dirt, grit and sand act as abrasives, use (slip resistant) door mats, to keep them off the floor
- Protect your floor from direct sunlight ● Replace arrow, hard furniture rollers with wide rubber ones ● Don't allow water to stand on your floor
- Don't walk on the floor with any hard and/or sharp object protruding from the sole
- Don't use the following products on your floor alkaline products (soaps, ammonia), abrasive cleaners, bleach
- Don't let furniture stand on your floor on small hard legs

Care

As described in V.A. Hutchison flooring products care and maintenance instructions