



Signature Innovations, LLC, hardwood floors are manufactured from the highest quality raw materials available. European craftsmen create these durable and beautiful floors in the world's most technically advanced hardwood flooring factories. A full range of warranties provided by the European manufacturer also support our product.

The Quality Assurance and Warranty Program listed below apply only to the *Signature Hardwoods™ Custom Handcrafted Private Brands* and *European Hardwood Flooring Collections* sold on or after September 1, 2005.

LIFETIME QUALITY ASSURANCE & WARRANTY PROGRAM

FULL WARRANTIES

Signature Innovations, LLC, is dedicated to providing you with only the highest quality European wood flooring and our commitment to research and development allows us the ability to offer our customers full and inclusive warranties for our entire line of wood flooring. The Warranties described below are given to the original purchaser only and ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. The Warranties cover only approved product applications as recommended in the **Signature Innovations, LLC** Installation and Maintenance Manuals.

LIFETIME WARRANTY

Signature Innovations, LLC, warrants to the original purchaser that *Signature Hardwoods™ wood floors* you have purchased will remain free from manufacturing defects in assembly, milling, dimension and grading for life or as long as the original purchaser owns the floor. Wood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. *Properly installed Signature Hardwoods™ wood floors may consequently experience some separation between boards at different times during the year. If separations do occur, they are not covered by this warranty.*

Signature Innovations, LLC, custom waxed, hard-waxed and oiled wood floors are backed with lifetime warranty for commercial and residential use only when properly maintained as specified in Maintenance Manuals.

Warranties exclude any indentations, scratches or damage caused by lack of proper maintenance, misuse, negligence, accident, spiked heel shoes, pets, insects, water, moisture, relative humidity, erosion, pebbles, sand, tracked-in dirt and grit, or other abrasives or insufficient protection on furniture, wet mopping or failure to follow Installation and Maintenance Manuals.

Signature Innovations, LLC, (hereinafter “**Signature**”) warrants to the original purchaser that all of our *Signature Hardwoods™ wood floors* meet our highest quality standards. *You and/or your installer should carefully inspect the flooring 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 specifications will be replaced at no cost to you.* Since this is a natural wood product, there will

be variation in color, tone, and grain. Such variations are not covered by this warranty. ***Further, this warranty provision is void upon installation of the flooring.***

If in the unlikely event any portion of the original purchaser's floor should fail with respect to the provision of these warranties, **Signature** 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 **Signature** is unable to correct the failure after a reasonable number of attempts, **Signature** will refund (if requested) the purchase price for the portion of the floor that failed. To file a claim, first contact the **Signature** retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact **Signature Innovations, LLC, 1171 Landmeier Road, Elk Grove Village, Illinois 60007, Attn: Claims Department**. Claims must be filed within the warranty coverage period and documentation verifying purchaser and date of purchase will be required. **Signature** reserves the right to have a designated **Signature** representative inspect the flooring and to have samples removed for technical analysis.

In the event that **Signature** is obligated, or elects, to repair or replace warranted wood floors, **Signature** shall in no manner be obligated to provide for or incur the cost of removing or reinstalling the defective flooring or resurfacing or refinishing the replaced or surrounding flooring or to provide for the cost thereof. No obligation to replace or repair shall extend to any subfloor materials, adhesives, underlayments, supplies or other items consumed in the course of removal, installation or refinishing.

- **Signature** Warranties are not transferable.
- No installer, retailer, dealer, distributor, agent or employee has authority to alter in any way the obligations, limitations or coverage of any **Signature** warranty. No agreement to repair or replace shall in any event act to extend the period of coverage of any warranty provided.

WARRANTY DISCLAIMERS AND EXCLUSIONS

- Color, grain pattern and/or texture variations in wood flooring are a natural occurrence due to species, age or character of flooring and exposure to UV light or sunlight. Installed flooring will change in coloration over time, and this is also a natural characteristic of wood products for which no warranty is provided. Exposure of all or portion of the installed flooring to direct or indirect sunlight may cause variation in color, and such variations are not covered under warranty. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discoloring under the rug. For these reasons, new and/or replacement flooring may not match display sample and/or existing flooring. Gloss reduction is not considered surface wear and is not covered by warranty.
- **Signature** is not responsible for color variation of product or samples for the consumer matching flooring to other wood products such as cabinets, stair railing, trim and moldings.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots (open or closed) are not considered defects.
- **Signature Hardwoods™ wood floors** should be installed in environments of 35% to 45% relative humidity to prevent possible damage not covered by warranty. Installation of a humidifier or dehumidifier will be necessary. The floor is designed to perform in an environmentally controlled structure.
- Damage due to the use of area rugs with solid rubber or vinyl backings is excluded from **Signature** warranties.
- Installations must be performed in accordance with all **Signature** installation instructions.

- It is the responsibility of the installer and/or the owner to inspect floorboards prior to installation. **Signature** accepts no responsibility for costs of product or labor when boards with visible defects have been installed.
- Damage due to water and/or moisture, including, but not limited to broken or leaking pipes (including but not limited to warm water radiant heating pipes), leaking faucet, wet mopping, weather or other natural disasters, is excluded from **Signature** warranties.
- Use of approved cleaning and maintenance products only. Use of non-hardwood floors approved cleaners and maintenance products or any oil, soap, detergent, water, and/or ammonia-based cleaners will void all warranties. For a current list of approved products and Maintenance Manuals, please visit our web site at www.signatureinnovations.com.

WARRANTY EXCLUSIONS

SIGNATURE WARRANTIES DO NOT COVER INDENTATIONS, SCRATCHES, STAINS OR DAMAGE CAUSED BY NEGLIGENCE, FIRE, WATER, MOISTURE, CUPPING, CROWNING, DRYNESS, BROKEN AND/OR LEAKING PIPES AND/OR FAUCETS, FURNITURE OR EQUIPMENT MOVEMENT, DAMAGE CAUSED BY HEAVY ITEMS, BY IMPACT, EXCESSIVE HEAT, EROSION, PEBBLES, SAND OR OTHER ABRASIVES, PETS, INSECTS, WORN OR NARROW-HEELED SHOES, SPIKE HEELED SHOES, HARD ROLLERS, USE OF RUGS WITH SOLID RUBBER OR VINYL BACKINGS, WEATHER CONDITIONS OR NATURAL DISASTERS, COLOR VARIATIONS, NATURALLY OCCURRING WOOD CHARACTERISTICS, IMPROPER INSTALLATION, FAILURE TO FOLLOW WRITTEN INSTALLATION AND/OR MAINTENANCE INSTRUCTIONS, IMPROPER MAINTENANCE, WET MOPPING, INSUFFICIENT PROTECTION, MISUSE OR IMPROPER ALTERATIONS OF THE ORIGINAL MANUFACTURED PRODUCT.

SIGNATURE WARRANTIES DO NOT COVER NATURAL EXPANSION AND CONTRACTION RESULTING IN SEPARATION BETWEEN BOARDS OR DAMAGE CAUSED BY LOW OR EXCESSIVE HUMIDITY INCLUDING BUT NOT LIMITED TO CUPPING AND CROWNING. NO WARRANTIES APPLY TO ANY PRODUCT OR PRODUCTS DESIGNATED AS SECONDS, CLOSE-OUTS, OFF-GOODS OR NON-STANDARD ITEMS. ANY PRODUCT(S) SO DESIGNATED ARE SOLD "AS IS."

LIABILITY LIMITATION

THE ABOVE STATEMENT OF WARRANTY IS THE ONLY WARRANTY, EXPRESSED OR IMPLIED, PROVIDED BY **SIGNATURE INNOVATIONS, LLC**, FOR ITS BRAND NAME SIGNATURE HARDWOODS™. THERE ARE NO WARRANTIES, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. NO OTHER WARRANTIES EXPRESS, IMPLIED, BY OPERATION OF LAW OR OTHERWISE, ARE MADE INCLUDING, BUT NOT LIMITED TO, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL **SIGNATURE INNOVATIONS, LLC** BE LIABLE OR ANY MANNER RESPONSIBLE FOR ANY CLAIM, LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THIS PRODUCT, OR FOR ANY SPECIAL INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS, EMOTIONAL, MULTIPLE, PUNITIVE OR EXEMPLARY DAMAGES (SEE BELOW) OR ATTORNEYS FEES, EVEN IF **SIGNATURE INNOVATIONS, LLC**, OR ITS REPRESENTATIVES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES BEFORE SALE. IN NO EVENT SHALL **SIGNATURE INNOVATIONS, LLC**, BE OBLIGATED TO COVER THE COSTS OF OLD OR NEW MATERIALS OTHER THAN SIGNATURE BRAND FLOORING PRODUCTS (e.g. floor moldings), EVEN IF RECOMMENDED

BY **SIGNATURE INNOVATIONS, LLC**, AND ANY WARRANTY THERETO IS LIMITED TO THE WARRANTY, IF ANY, PROVIDED BY THE ORIGINAL MANUFACTURER. UNDER NO CIRCUMSTANCES SHALL **SIGNATURE INNOVATIONS, LLC**, LIABILITY EXCEED THE AMOUNT **SIGNATURE INNOVATIONS, LLC**, ACTUALLY RECEIVED UPON DISTRIBUTION FOR THE DEFECTIVE MATERIALS AT ISSUE. ANY CLAIM FOR WARRANTY COVERAGE MUST BE MADE WITHIN FOURTEEN (14) DAYS OF THE DATE UPON WHICH THE DEFECT FIRST BECAME KNOWN OR FIRST SHOULD HAVE BEEN DISCOVERED. ALL CLAIMS MUST BE MADE IN WRITING. PLEASE NOTE THAT IN ORDER TO MAKE ANY CLAIM UNDER THIS WARRANTY, EVIDENCE OF THE PURCHASE DATE AND THE IDENTITY OF THE ORIGINAL PURCHASER AND INSTALLATION LOCATION MUST BE PROVIDED AND WITHOUT SUCH PROOF, NO WARRANTY COVERAGE WILL APPLY. WE STRONGLY RECOMMEND THAT YOU KEEP THIS INFORMATION TOGETHER WITH INSTALLATION AND MAINTENANCE MANUAL AND YOUR RECEIPT IN A SAFE AND SECURE PLACE.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THE SOLE REMEDY PROVIDED HEREIN IS THE REPAIR, REFINISH, REPLACEMENT OR REFUND OF DEFECTIVE PRODUCTS.



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