

Lifetime Quality Assurance Warranty Overview

(Applicable to Custom Crafted Wood Floors purchased on or after September 1, 2005)

Our Commitment to Quality

Signature Innovations LLC hardwood floors are crafted from the highest quality raw materials by expert European craftsmen in advanced manufacturing facilities. We stand behind our products with full manufacturer-backed warranties and our own Lifetime Quality Assurance Program.

Warranty Coverage

We warrant to the **original purchaser** that our solid and Moisture Resistant Platform (MRP®) engineered hardwood floors will remain free from manufacturing defects in assembly, milling, dimension, and grading for the lifetime of ownership, **provided the flooring is properly installed and maintained** according to our specifications.

Important Warranty Conditions

- Wood flooring is a natural product that expands and contracts with seasonal changes. Some separation between boards may occur and is **not** covered under warranty.
 - This warranty covers only approved product applications as detailed in our Installation and Maintenance Manuals.
 - All flooring must be inspected before installation; defective boards must be returned to the place of purchase. Warranty is void on installed defective boards.
 - Custom waxed, hard-waxed, and oiled floors are covered for lifetime commercial and residential use only with proper maintenance.
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What Is NOT Covered

This warranty **excludes** damage or defects resulting from:

- Indentations, scratches, stains, or damage caused by misuse, negligence, accident, pets, spiked heel shoes, insects, fire, or erosion.
 - Water damage, moisture extremes (excessive or insufficient), leaks, broken pipes, wet mopping, flooding, weather, or natural disasters.
 - Damage from sand, pebbles, grit, tracked-in dirt, or other abrasives.
 - Damage caused by furniture without adequate protection, heavy impact, excessive heat, or equipment movement.
 - Use of rugs with solid rubber or vinyl backing.
 - Improper installation or failure to follow written installation and maintenance instructions.
 - Use of unapproved cleaning products, including oil, soap, detergent, water, or ammonia-based cleaners.
 - Natural wood characteristics such as color variations, grain differences, mineral streaks, knots, or gloss reduction.
 - Seasonal expansion and contraction resulting in gaps, cupping, crowning, splitting, cracking, or grain splitting (shakes).
 - Products designated as seconds, close-outs, off-goods, or non-standard items, which are sold “as is.”
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Environmental Conditions

- Floors must be installed in environments maintaining **35% to 55% relative humidity (RH)**.
 - Installation of humidifiers or dehumidifiers may be necessary to maintain warranty conditions.
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Warranty Limitations

- Warranty claims must be made **in writing within 14 days** of defect discovery, with proof of purchase and installation location.
 - Signature Innovations LLC may inspect the flooring and remove samples for analysis before approving claims.
 - Repairs or replacements do not include removal, reinstallation, or refinishing costs for surrounding flooring or subfloor materials.
 - No installer, retailer, or other representative has authority to alter or extend warranty terms.
 - Warranty is non-transferable.
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Liability Disclaimer

This warranty is the **sole and exclusive warranty** provided by Signature Innovations LLC.

No other warranties, express or implied (including merchantability or fitness for a particular purpose), apply.

Signature Innovations LLC is **not liable** for incidental or consequential damages, including lost profits, emotional distress, punitive damages, or attorney fees.

Liability is limited to the original purchase price of the defective flooring material.

How to File a Claim

Please contact our corporate office:

Signature Innovations LLC

1171 Landmeier Road

Elk Grove Village, Illinois 60007

Attn: Claims Department

Claims require:

- Proof of purchase and installation details
 - Written notification within warranty period
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Additional Information

For complete details, including maintenance manuals and approved cleaning products, visit:

www.signatureinnovations.com

To Obtain the Full Warranty Disclaimer

Please contact our office to request a complete copy of our full warranty disclaimer.

 **Call Us:** 866.554.4252

 **Email:** sales@signaturehardwoods.com

 **Visit:** www.signatureinnovations.com/downloads

