Serenity Collection Warranty

Full Lifetime Structural Integrity Warranty

WE Cork warrants, to the original purchaser, that its products, in their original manufactured condition, to be free from manufacturing defects in milling, dimensions, and grade for the lifetime of the floor for residential use (10 year commercial use). Structural integrity does not cover normal expansion and contraction that cork floors may experience between boards at different times of the year. If minor separations do occur, they are not covered by this warranty. Cupping or crowning due to excessive moisture or humidity is not covered by this warranty.

Wear Layer Warranty*

WE Cork warrants, to the original purchaser, that its surface wear layer will not wear through or separate from the wood for 25 full years for residential use (10 year commercial use), from the original date of purchase, on the Serenity Collection, when used in normal residential traffic conditions.

WE Cork recommends using BonaKemi wood floor products or equivalent there of. The use of other products not formulated for wax or urethane finished wood floors may damage your floor and void the warranty.

WE CORK WARRANTY EXCLUSIONS

The patterns and color variation created in a living tree are like that of nature – never repeated. Naturally occurring wood characteristics such as mineral streaks, and variations in grain and color, are not considered defects. Your newly installed floors will vary from samples or pictures shown, this variation is not covered by our warranty. Also, age, character and exposure to sunlight may keep new or replacement flooring from matching existing flooring samples. Because cork flooring is a natural product, it may lighten due to the effects of sunlight and/or Ultraviolet light and these changes are not covered by our warranty. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.

WE Cork warranties exclude indentations, scratches, or damages caused by misuse, negligence, accidents, fire, erosion, pets, spiked heel shoes, pebbles, sand, other abrasives, failure to follow all manufacturer's specific written installation instructions, lack of proper maintenance, insufficient protection on furniture, and misuse or improper alterations of the original manufactured product. Damage due to water and/or moisture, including, but not limited to damage resulting from broken or leaking pipes, damage due to excessive heat, cold or dryness, wet

mopping, weather conditions or natural disasters, is excluded from WE Cork warranties.

Gloss reduction is not considered surface wear; therefore it is not covered under this warranty.

This writing is the complete and exclusive statement of warranty, and is in lieu of all other expressed and/or statutory warranties. WE Cork assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may have other rights as they vary from state to state.

CLAIMS INFORMATION

In the unlikely event that any portion of your WE Cork floor should fail with respect of the provisions of the warranties, WE Cork, Inc., at its sole option, to the original purchaser will repair, refinish, or replace such portion, at no cost to you, with the same product of equal value. In the unlikely event that WE Cork is not able to correct the failure after a reasonable number of attempts, WE Cork will refund, if requested, the purchase price for that portion of the floor that fails.

To file a claim, first contact the WE Cork retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact by letter WE Cork, Inc, 16 Kingston Road, Unit 6, Exeter, NH 03833, Attn: Claims Department. The owner must notify WE Cork or its agent within thirty (30) days after discovering the nonconformity. Claims must be filed within the warranty coverage period. The owner must give WE Cork a reasonable opportunity to examine the claimed nonconformity before undertaking any repairs, removal or replacement. The owner must present the original invoice, bill or other proof of the date of purchase. Compliance with the requirements are not complied with, WE Cork will have no obligation to remedy any nonconformities.