



## DBM Import - Export, Inc. Warranty for Residential Use

DBM warrants that, at the time of delivery, its products will be free from substantive defects in material and workmanship in conformance with the National Wood Flooring Association (NWFA) standards then in effect.

### Limited Warranty for Finish Under Residential Use (Applies to solid and engineered products)

DBM hardwood flooring (the "Products") has a durable no-wax surface of multiple hardened aluminum oxide enhanced, acrylic UV layers. In residential applications the finish is guaranteed not to wear through for 20 Years from the date of the original purchase (the "Limited Warranty for Finish")

### Limited Lifetime Structural Warranty Under Residential Use (Applies to solid and engineered products)

DBM hardwood flooring is warranted to be stable and structurally resistant to splitting, separating, twisting, warping and/or buckling before and after installation (the "Limited Lifetime Structural Warranty"). This warranty applies to both solid and engineered products.

### Limited Lifetime Adhesion Warranty for Solid Glue Down Applications (Applies to Solid products only)

DBM warrants that for solid glue down applications, DBM products will not warp, cup, buckle, twist or become unstable due to moisture (the "Limited Lifetime Adhesion Warranty") provided that (i) DBM approved Bostik's Best MVP system was used for installation (ii) Bostik's Best glue was used for installation and (iii) installation was completed in strict compliance with ALL DBM installation guidelines found in each box of DBM product, provided that DBM's failure to include such guidelines shall not relieve purchaser of his or her obligation to comply therewith. Purchaser shall contact DBM to obtain the applicable instructions if such instructions are not included with the Products purchased.

### Limited Lifetime Warranty for Wear Layer Under Residential Use (Applies to Engineered Products Only)

DBM warrants that the top veneer of all DBM engineered hardwood flooring (the "Products") will not wear through for the lifetime of the product

(the "Limited Lifetime Warranty For Wear Layer Under Residential Use", the Limited Lifetime Adhesion Warranty, the Limited Lifetime Structural Warranty, the Limited Warranty for Finish and the Limited Lifetime Warranty for Wear Layer, collectively, the "Warranties"). For purposes of this Limited Lifetime Warranty for Wear Layer, "wear through" shall mean at least a one tenth (0.1) of one inch deterioration of at least five percent (5%) of the total surface area with respect to an entire hardwood flooring installation project.

### Warranty Exclusions

The Warranties are being provided only to the original purchaser of the Product and cannot be transferred or assigned to any third party.

### Normal Residential Use

The Warranties shall only be valid with respect to Products subject to normal residential use, as reasonably determined by DBM.

### Natural Variations

Wood is a natural product and contains natural variations in color, tone and graining. DBM does not warrant against any natural variations in color, mineral streaks, knots or graining among planks. DBM will not warrant against any surface glazing and/or superficial finish fissures that may appear over time. This is considered normal and occurs in varying degrees in all hardwood flooring products. Wood will contract or expand naturally due to changes in temperature and humidity. DBM does not warrant against small separations between the planks that may result from such temperature or humidity changes. Sunlight causes the aging of wood and can cause the stain and/or color of the Product to fade or change. Any fading or discoloration due to exposure to sunlight are not covered by the Warranties. In addition, DBM does not warranty against natural variations or differences of color, gloss level or UV discoloration between installed Products and samples or models. Any sample or model utilized by DBM is for demonstrative purposes only, and not intended to create a warranty that the Products purchased will conform thereto. Any warranties created by any samples or models utilized by DBM are expressly disclaimed.



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### Improper Installation and Maintenance

The Warranties shall be void with respect to Products that are improperly installed or maintained. Installation and maintenance of the Products must be in accordance with the current DBM installation and care instructions included in every carton of the Product, provided however, that the failure to provide such instructions shall not relieve purchaser of his or her obligations to properly install and maintain the product. If such instructions are not provided, purchaser shall contact DBM to obtain its current installation and maintenance guidelines. For the avoidance of doubt, improper installation shall include the installation of any Product that contains visible defects. The Warranties do not extend to any damage to the Product, including, but not limited to, dents, scratches or dulling of the finish. Any use of water or other liquid cleaning solutions not specially made for the hardwood flooring, hardwood cleaning machines, autoscrubbers or non-recommended or approved floor-care products, to clean the Products shall void the Warranties. The Warranties shall not extend to Products that are subject to misuse, neglect or abuse, which shall include the failure to take reasonable precautions against damage resulting from the moving of or exposure to furniture, heavy objects or appliances.

### Improper Environment

The Warranties do not extend to defects caused by man made or natural disasters, including, but not limited to, leaking or broken plumbing, landscape watering/irrigation, fire, flood, earthquake, insect infestation and standing water. The Warranties do not extend to Products installed in high traffic areas, pivotal points and seat areas. In addition, DBM does not warrant against defects resulting from extraordinary circumstances, including, but not limited to extremely low or high humidity and temperatures and rapid fluctuations thereof.

### DBM Obligations

DBM's sole obligation under the Warranties shall be, at DBM's sole discretion, to either (i) replace the defective planks with non-defective planks, as determined solely by DBM or (ii) refund the purchase price of the defective Product, which shall be the amount paid for the defective Products (as determined by either purchaser's original invoice or DBM's standard price list in the event such original invoice is unavailable). DBM's obligation to either replace the defective Product or refund the purchase price in accordance with the terms hereof shall be conditioned upon

i) the purchaser complying with the terms set forth in this warranty and submitting a warranty claim detailing and providing proof in form and substance reasonably satisfactory to DBM of the alleged defect no later than thirty days following the discovery of the alleged defect and (ii) DBM reasonably determining that such warranty claim is valid. DBM reserves the right to observe the allegedly defective Product on site or request that the allegedly defective Product be sent to DBM, at DBM's cost, provided however, if DBM reasonably determines that no defect exists, DBM shall return the non-defective Product to purchaser, at purchaser's cost. DBM shall not be responsible for any costs associated with the removal, refinishing or replacement of the Products. DBM makes no warranty other than the Warranties set forth herein and assumes no responsibility or obligations other than those set forth in this section.

### Warranty Disclaimers

THE WARRANTIES SET FORTH HEREIN SHALL BE THE SOLE AND EXCLUSIVE WARRANTY ISSUED BY DBM AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. DBM NEITHER ASSUMES NOR AUTHORIZES ITS DEALERS OR ANY OTHER PARTY TO ASSUME FOR IT OR PROVIDE ANY OTHER OBLIGATION OR LIABILITY OR MAKE ANY OTHER WARRANTY OR MAKE ANY OTHER WARRANTY IN CONNECTION WITH THE PRODUCTS. IN NO EVENT SHALL DBM OR ANY AFFILIATE OF DBM BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR FOR LOSS OF USE OR LOSS OF PROFITS OF EITHER DEALER OR END-USER OR OTHER PERSON RELATING TO ANY PRODUCT, INCLUDING BUT NOT LIMITED TO DAMAGES RESULTING FROM REMOVAL OR DAMAGE TO MOLDINGS, CABINETS, BUILT-IN APPLIANCES, CARPETING, DRYWALL, WALLCOVERINGS, PAINT AND ANY RELOCATION COSTS ASSOCIATED WITH ANY REPAIR OR REPLACEMENT OF ANY PRODUCT. THE REMEDIES SET FORTH HEREIN ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE FOR ANY BREACH BY DBM OF ANY APPLICABLE WARRANTY WITH RESPECT TO THE PRODUCTS. UNLESS SPECIFICALLY IDENTIFIED AS A WARRANTY HEREIN, NO STATEMENTS MADE HEREIN OR BY ANY DEALER SHALL BE CONSIDERED A WARRANTY.



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### Care and Maintenance Guidelines

Regular Maintenance: Dust mop, lightly sweep or vacuum flooring on high traffic areas to remove surface dust and debris. If necessary, use a high quality hardwood flooring cleaner sparingly to properly clean and maintain the finish. Do Not Use Solvent Based Cleaners

**Preventive Maintenance:** As with any floor covering proper care and minor maintenance will help to keep a new floor looking its best. Here are some tips to help make floor maintenance easy:

1. Never wet mop or clean your floor with water. Water can dull the finish and permanently damage the floor.
2. Put outside door mats at the entrances to keep dirt and moisture from being tracked in. Inside you may want to add area rugs to further prevent dirt and moisture from being tracked onto your floor. Don't use rubber, foam back or plastic mats as they may discolor the floor. To prevent slippage of area rugs, use an approved vinyl rug underlay from a reputable manufacturer.
4. Sweep or vacuum your floor as often as required to remove loose dirt or grit before it can scratch the surface of the floor. Pet's nails can also cause surface scratches and should be kept trimmed.
5. Wipe up spills as soon as possible before they get sticky or dry. Use floor protectors on the feet of furniture to avoid scratches. When moving heavy furniture or appliances slip a blanket or scrap of carpet, face down, under each leg and slide the furniture carefully. This will help avoid scratches and gouging. Certain types of casters on furniture may damage flooring. Barrel-type caster wheels or wide flat glides are best for protecting your floor.
6. A humidifier is recommended to prevent excessive shrinkage in floors due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions. Excessive humidity can also adversely affect your floor. A humidity level of 35% to 55% is recommended. In damp conditions proper humidity levels can be maintained with an air conditioner or dehumidifier, or by periodically turning on your heating system during hot weather.

### **PARTICULAR ATTENTION SHOULD BE PAYED TO THE FOLLOWING:**

**HEATING AND NON-HEATING;** Recognizing that wood floor dimensions will be slightly affected by varying levels of humidity within your building, care should be taken to control humidity levels within the 35-55% range. To protect your investment and to assure that your floors provide lasting satisfaction, we have provided our recommendations below.

Heating Season (Dry) - A humidifier is recommended to prevent excessive shrinkage in wood floors due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions.

Non-Heating Season (Humid, Wet) - Proper humidity levels can be maintained by use of an air conditioner, dehumidifier, and/or or by turning on your heating system periodically. Avoid excessive exposure to water from tracking during periods of inclement weather. Do not obstruct in any way the expansion joint around the perimeter of your floor.

### FLOOR REPAIR

Minor damage can be repaired with a touch-up kit or filler. Since "NATURAL" wood flooring varies in color, shade and grain pattern, the Installer/Homeowner can obtain filler and stains that "match" from their dealer. Very minor scratches may be "hidden" by simply dabbing a drop or two of polyurethane from a cotton swab and letting in flow into the scratch. Major damage will require board replacement, which can be done by a professional floor installer.

### FLOOR DARKENING

Normal exposure to sunlight will bring about changes in any hardwood floor due to the natural aging/oxidation process. Over time, this process will cause your flooring to take on a deeper, richer and darker look. For the first 6 to 8 months, rugs and other furnishings that screen or block the flooring from natural lighting or room lighting should be moved occasionally. This will minimize any appearance of discoloring under these objects. **This is not a product defect and is not covered by our Warranty.**