



Limited Warranty

Sora Flooring Engineered Flooring – All Standard Prefinished Collections

SORA FLOORING RESPONSIBILITIES:

Lifetime Structural Warranty

Sora Flooring's warranty commitment is to provide quality engineered hardwood flooring that is free from manufacturing defects in milling and lamination for the lifetime of the product.

Finish Warranties

Sora Flooring products are covered under these finish warranties only when cleaned and maintained per the Care & Maintenance guidelines set forth for the coating type. For items finished with Oil and UV Oil finishes, that maintenance may require re-application of oil by a flooring professional during the period of this warranty, and the need for such re-application does not constitute a product failure. The frequency of the maintenance required to maintain a wood floor finished with Oil or UV Oil may vary significantly from one setting to the next depending on foot traffic. Floors finished with Oil or UV Oil used in a commercial setting may require frequent re-oiling. With Oil and UV-Oil finished floors, water and other liquids left for prolonged periods without being wiped up may cause spotting, which is normal and will not be considered a product defect. For all coating types, gloss reduction is not considered wear through and is not covered under this warranty.

Residential Finish Warranty

Sora Flooring warrants that, under normal residential conditions and with proper Care & Maintenance as prescribed for the applicable coating type, the finish on Sora Flooring's flooring products will not wear through to raw wood in any single area for 25 years from the date of purchase.

Light Commercial Finish Warranty

Sora Flooring further warrants that, under normal Light Commercial conditions and with proper Care & Maintenance as prescribed for the applicable coating type, the finish on **Sora Flooring's** flooring products will not wear through to raw wood in any single area for 5 years from the date of purchase. Light Commercial areas are defined as public or commercial spaces with light to moderate traffic and infrequent liquid spills, and do not include food preparation, food service or public dining areas, areas where people form lines such as in front of cash registers, areas where furniture is frequently moved such as auditoriums, areas where wheelchairs and other rolling equipment or furniture are used, or high traffic areas such as classrooms and near elevator doors.

These warranties are given only to the original retail purchaser of the flooring. No warranties are transferable. **Sora Flooring** reserves the right to verify and inspect any and all warranty claims prior to deciding on the appropriate course of action, and such inspection may require more than one visit to the site. Warranty claims may be investigated and inspected by company personnel and/or NWFA Certified Hardwood Flooring Inspectors at our option. Some defect claims may require the removal of samples for analysis. Responsibility for replacement costs of materials will be determined after cause and analysis is made. **Sora Flooring** will repair and/or replace any material deemed defective at our option. In the event that the defective flooring is unable to be repaired in a reasonable number of attempts, **Sora Flooring** will reimburse the original purchaser the purchase price of the flooring for the defective portion of the floor.

CUSTOMER / END-USER RESPONSIBILITIES:

- Customer must retain the original sales receipt.
- Customer must follow the **Sora Flooring** Installation, Care & Maintenance Instructions applicable to the product installed (hereafter referred to as 'Installation Instructions').
- Customer must follow proper maintenance and floor care procedures, using proper maintenance and cleaning products as prescribed for the applicable coating type. See the Installation Instructions enclosed in the product packaging or visit www.soraflooring.com to identify the correct coating and cleaning/maintenance regimen. If there is any doubt about the coating type, Customer must contact **Sora Flooring** for confirmation before any cleaning or maintenance is performed.
- Hardwood flooring is a natural product. Wood expands and contracts according to humidity and moisture conditions. It is very important that engineered wood flooring be thoroughly acclimated to a controlled environment before it is installed and that the environment remain controlled throughout the life of the floor.
- Before, during and at all times after installation, customer must maintain proper temperature and relative humidity conditions in all areas where the flooring is installed, as detailed in the Installation Instructions and Care & Maintenance Instructions. Temperature must be maintained in the range of 60° - 75°F and relative humidity must be maintained in the range of 35% - 55%. Failure to maintain these conditions may cause

movement in the flooring, gapping between planks, cupping, cracking, and other problems.

- Prior to installation, Customer must visually inspect the delivered flooring material for proper color, grade, gloss and texture to confirm that it is visually satisfactory and suitable for installation. **Sora Flooring** accepts no responsibility for liabilities, claims, or expenses, including labor costs, where flooring with visible defects or otherwise unsatisfactory appearance has been installed.

INSTALLER RESPONSIBILITIES:

- Carefully follow the Installation Instructions.
- Verify that the flooring has been properly acclimated prior to installation. Refer to the Installation Instructions specific to the item purchased before opening any cartons of flooring for acclimation, and follow all guidelines carefully.
- Verify that installation and/or site conditions are adequate for the installation in accordance with the Installation Instructions and ensure that humidity and temperature conditions are maintained during acclimation and installation.
- Verify that the subfloor is clean, dry, flat, and structurally sound per the requirements listed in the Installation Instructions.
- Check each plank for proper color, grade, gloss, texture, manufacturing defects and/or visible damage prior to installation. Verify prior to installation that any hardwood flooring that will be installed has been manufactured within acceptable tolerances and is visually satisfactory to all parties involved, including the owner / end-user. When in doubt, do not install. If there are any visually dissatisfactory issues with the flooring, immediately contact the retailer to arrange return or replacement. Installation constitutes full and final acceptance of the appearance of the product. **Sora Flooring** accepts no responsibility for liabilities, claims, or expenses, including labor costs, where flooring with visible defects or otherwise unsatisfactory appearance has been installed.

Warranty Exclusions - things not covered by Sora Flooring's Warranty:

- Wood flooring installed in full bathrooms with a shower or tub
- Damage caused by fire, flooding and other natural disasters and/or Acts of God
- Damage caused by negligence, accidents, misuse or abuse
- Damage caused by vacuum cleaner beater bar or hard heads
- Damage caused by steam mops
- Damage caused by appliances, furniture, and casters
- Damage caused by cutting from sharp objects, rocks, debris, etc.
- Damage to the coating caused by tape or other adhesive products
- Reduction in gloss, scratches, or indentation due to sand, pebbles or other abrasives, debris, pets, insects, construction traffic, or failure to maintain the floor as required
- Color, shade, or texture differences between samples, printed color photography or replacement flooring and original flooring material
- Color, shade, or texture differences between original flooring material and add-on material that is ordered and installed at a later date

- Changes in color due to exposure to sunlight and air (NOTE: color differences between exposed floor areas and those covered by rugs, and between sunny vs. shady areas, are to be expected with all wood flooring and do not constitute a product defect)
- Noises (squeaks, etc.) associated with anything other than the mis-manufacture of the flooring
- Naturally occurring wood characteristics such as variation in grain, mineral streaks, and knots
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners, including but not limited to uneven subfloor surfaces, floor deflection, voids in the subfloor, or excessive moisture in the subfloor
- Natural expansion and contraction resulting in separation between boards or damage caused by high or low humidity
- Separations between the flooring boards caused by expansion and contraction due to seasonal changes
- Cracks or loose filler/putty caused by exposure to excessively high or low relative humidity
- Cupping or crowning in the flooring boards due to excessive subfloor moisture or excessively high or low relative humidity
- Products designated as "thrift," "clearance," "tavern," "bargain," "cabin grade," "economy grade," "blowout," "close-out," "off-goods," "non-standard," and/or products sold "As-Is"
- Construction or installation-related damage
- Floor damage or adhesive breakdown caused by subfloor moisture or water damage, including without limitation to broken or leaking water pipes, flooding, wet mopping spills or weather conditions
- Installation defects including installations made in violation of applicable state or local housing or building codes, or contrary to the Installation Instructions

Color Disclaimer:

There are color and pattern variations in all wood. This is characteristic of a living tree. All wood will also go through natural color changes from the effects of oxidation and exposure to light. In some species such as Walnut, Maple, Teak and others, this color change is more pronounced. Color treatments such as carbonization, fuming/smoking, and tannin-reactive stains may also be photosensitive and result in color change over time that differs and may exceed the natural color change that the particular species might otherwise demonstrate. For example, smoked Oak (aka fumed Oak) may exhibit pronounced color change, similar to that of natural Walnut. In all cases, color change is not a product defect and is not covered by this warranty.