



Sheoga WARRANTY

Thank you for selecting Sheoga as your Hardwood Floor covering choice.

Prior to writing up this document, we reviewed many “warranties” offered by other flooring manufacturers. Inherent in all were exclusions: for high traffic areas, floors of pet owners, floors that were walked on with spiked heels or floors worn from excessive wear, pebbles or sand were not covered under other warranties.

Rather than creating another warranty statement, we choose to educate the end-user to have realistic expectations of hardwood flooring and its natural qualities. With proper care, Sheoga Hardwood Flooring will retain its natural beauty throughout years of wear.

We, at Sheoga Hardwood Flooring, are committed to producing high-quality, precisely milled, tongue and grooved flooring and paneling. Thus, we warrant our selected Appalachian hardwood products to be properly air-and kiln-dried to the NWFA recommended 6% - 8% moisture content, ideal for interior flooring applications.

Critical attention to all phases of the manufacturing process has helped Sheoga gain recognition for being one of the best choices in hardwood flooring. This reputation has been earned by our focus on precision milling, a hallmark of a Sheoga brand floor. We warrant our milling for a precise fit and ease of installation. Just as critical is the installation of our product. The installer plays a very important role in notifying their distributor, who, in return will notify us, the manufacturer, of any issues in the grade, milling or any other aspect that affects our flooring product. The homeowner also plays an integral role by maintaining the environment we require, so the flooring product performs as expected. If the environment is not maintained, we cannot warrant our product to perform as we expect.

Environmental Conditions:

As the homeowner, or end-user, you may see occasions of the flooring expanding and contracting. This is normal with variations in humidity. However, excessive humidity will cause flooring to expand, cup and crack. Likewise, dryness will cause shrinkage, gaps and splits in installed flooring. In order to avoid these issues, adequate levels of humidity are important to control. Both areas above and below the flooring should be evaluated. In most climates, 35% to 50% indoor humidity is realistic. However, the key is maintaining a consistent level of humidity throughout seasonal changes.

Acclimation: See Installation and Care Instructions

Jobsite Conditions: See Installation and Care Instructions

Appearance: See Installation and Care Instructions

Maintenance – Hardwood floors can last a lifetime, with proper care and maintenance:

It is normal for any hard surface floor covering to show scuffs, scratches and indentations caused by normal everyday living, pets and minor mishaps. The best recommendation is to have your flooring contractor lightly screen the floor and apply a top coat of finish, **before** your finish wears through to the bare wood. This will make your flooring look new again and will remove any surface scratches.

If the flooring finish is allowed to wear down completely, a flooring contractor will need to sand the flooring down to bare wood and then apply a new finish. This step is also necessary to remove dents in the flooring.

Use of protective pads under chair legs, table legs and furniture are one of the basic keys to preventing scuffs and scratches. Minimize the use of street shoes inside and avoid high-heeled shoes with bottom heels worn through to steel spike as they can cause considerable damage to any flooring. Mats at entrances will help keep small rocks and debris from scratching your finish.

It is important to keep both prefinished or job-site finished hardwood flooring dry. Hardwood floors should be vacuumed prior to cleaning. To minimize possible water damage, wet mopping, water leaks and applying cleaning agents directly to the floor should be avoided. Damp mopping, after wringing most of the moisture from the mop, should be done regularly.

UV Protection

Wood flooring colors and shades, in both prefinished and jobsite-finished products, change with age and exposure to light, especially when exposed to ultraviolet sunlight. Good UV protection in your doors, windows and skylights will help minimize color change but is not a cure-all solution. Blinds, curtains and shades should be used to help slow this natural process. As color changes are a natural occurrence as wood and finish age, Sheoga does not guarantee against color or shade changes in either of our unfinished or prefinished products.

Prefinished Flooring

Differences in traffic, furniture placement, UV exposure and humidity all affect the longevity of the finish on wood products. The end-user should anticipate normal wear and tear on finishes, subject to usage and conditions. Sheoga will guarantee that the finish applied to our Prefinished Graceful Collection flooring is free of any manufacturer's defects. However, as your floors age with time, it is best to have your flooring contractor lightly screen the floor and apply a top coat of finish before the finish wears through to bare wood.

Remedies:

Wood flooring is a product of nature; variations in color, blemishes, growth marks and knots change the grain pattern of the wood and create a unique look. These characteristics are not defects. Therefore, they are not covered under the Sheoga Warranty as replaceable items.

We want you to be completely satisfied with your new flooring and realistic about your expectations.

LIMITATIONS OF WARRANTIES

The above Structural Warranty is limited to the original purchaser and is not transferable. Additionally, Sheoga's liability is limited to the replacement or repair of the boards presenting a defect in excess of industry standards. In the event that a warranty is applicable, Sheoga's financial responsibility is limited to the cost of replacement and/or repair, at Sheoga's sole discretion, up to the purchase price of the purchased products.

There are no warranties which extend beyond the description on the face hereof. Consequential or incidental damages, including but not limited to, labor, installation, temporary accommodations and meals, transportation, moving, storage, cleaning, etc. are excluded from the above warranty. As some jurisdictions do not allow the limitations of implied warranties, incidental or consequential damages or only allow for certain limitations, these provisions may not apply to you, but are limited by Sheoga to the fullest extent permitted by your jurisdiction.

If you feel that you have a concern with your Sheoga product, please contact one of our customer service members at 800-834-1180 to discuss the issue. Our offices are open from 7:00 a.m. to 4:30 p.m. EST, Monday through Friday and from 8:00 a.m. to Noon EST on Saturday.