



# HARDWOOD PRO & PREMIUM WARRANTY INFORMATION

## QUALITY ASSURANCE

Piper's Plank Floors are manufactured to the highest quality control standards in the industry. Every batch of Piper's Plank flooring goes through fourteen (14) rigorous testing standards to ensure the quality of our Floors. Through the entire manufacturing process, we have Quality Assurance checkpoints in place to confirm the superiority of our Floors. The final step in our Quality Assurance process is a rigorous third-party test by an independent ISO certified lab to re-confirm that our fourteen (14) quality standards have been achieved. We will not leave any stone unturned to ensure our promise to manufacture the perfect floor.

## LIFETIME STRUCTURAL WARRANTY

Piper's Plank warrants our Hardwood Floors to be free from milling defects and delamination for the lifetime of the floor. Any damage due to improper transportation, storage, handling, installation, job site conditions or any other cause, is not covered by this warranty. As per industry standards, Piper's Plank reserves the right for a 5% defect allowance, which is not covered under this warranty.

Wood is a natural product; it will expand and contract with changes in temperature, relative humidity and changes in seasons. Small amounts of gapping will occur in the width and length of the flooring boards. This is not a product defect.

Relative humidity in the home must be maintained between 25% to 55% throughout the year to validate the Lifetime Structural Warranty on your Piper's Plank Hardwood floor. If necessary, humidification and/or dehumidification equipment should be employed to achieve the required humidity conditions and to minimize movement of your Hardwood floor

**NOTE:** During preparation and installation of the floor, all installations must adhere to the instructions and information found in the Piper's Plank Installation Guide document.

**NOTE:** The Piper's Plank Product Warranty will be applicable on Hardwood Floors if National Wood Flooring Association (NWFA) Installation Guidelines are followed when installing the floor.

<https://www.nwfa.org/nwfa-wood-flooring-guidelines.aspx>

IT IS THE RESPONSIBILITY OF THE CUSTOMER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION.

FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT.

Labour claims will only be considered if an industry certified inspector confirms all proper installation guidelines outlined in our installation manual were followed. The original installation of the product must have been completed in whole by a store certified technician, and must appear on the original customer invoice.



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## 35 YEARS RESIDENTIAL WEAR WARRANTY

Any claim on either Wear Warranty must be easily noticeable and cover at least 20% of the total floor area for a claim to be considered.

Piper's Plank warrants to the original purchaser that, under normal residential conditions, the light commercial-quality wear layer of Piper's Plank Hardwood PRO flooring will not wear through, stain, or peel for a period of thirty-five (35) years residential from the date of purchase by the original purchaser.

Regular maintenance outlined in the Piper's Plank Maintenance document must be followed to validate this warranty. This warranty is available to the original purchaser only and shall be limited to the repair, refinishing or replacement of the defective material. If the product cannot be repaired, refinished or replaced after a reasonable number of attempts, Piper's Plank will, upon request, refund the original purchase price of the defective floor on a pro rate basis. Any attempt to repair, refinish or replace the defective product prior to inspection by Piper's Plank or its appointed agent will invalidate this warranty.

Piper's Plank may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the defective portion of the floor. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product.

## WARRANTY EXCLUSIONS

The following are expressly excluded from the Piper's Plank warranties:

1. Scratches, dents, splits, cracks, grain raising, checking, splintering or chipping that occurs (during or after the floor has been installed) as a result of abuse, improper care & maintenance or exposure to relative humidity levels outside the required 30-50% range.
2. Product that becomes faulty due to improper installation, neglect, environmental extremes, or improper storage of product. (Please read and adhere to all instructions and information found in the Beckham Brothers Installation Guide prior to preparation and installation of the floor.)
3. A failure of any Piper's Plank Hardwood product relating to the subfloor, in any way. (The subfloor is the responsibility of the homeowner and installer.)
4. Any variation or reduction in gloss level.
5. Small cracks or delamination that develop from improper moisture control, flooding or excessive drying.
6. Natural expansion and contraction resulting in separation between boards or damage that includes cupping and crowning, caused by low or excessive humidity and/or temperature either during or after the acclimatization and installation process. (All wood Floors will expand and contract with the change of seasons.)
7. Wood flooring installed in full bathrooms with a shower or tub.



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8. Fading or darkening as a result of exposure to ultraviolet sunlight. (Wood flooring overtime changes colour, naturally. Your Hardwood will ultimately be a different colour in areas not exposed to UV light i.e. under area rugs and furniture. Moving or rearranging rugs and furniture regularly, to expose the flooring to UV light, will allow your Hardwood to age and change to a more uniform colour.
9. Naturally occurring imperfections and variations in colour, grain and texture.
10. Normal wearing of the finish in high traffic areas, pivot points and seating areas.
11. Noises including, but not limited to, squeaks, popping, etc.
12. Product irregularity that is not measurable or that is visible only under certain lighting conditions or from a specific. (Visible defects should be evaluated by their prominence from a standing position in normal lighting.)

### WHAT PIPER'S PLANK WILL DO IN THE EVENT OF A WARRANTY CLAIM

Piper's Plank will, at its option, either repair and/or replace the Flooring which is defective or credit you for the portion of the purchase price attributable to the Flooring which is defective. You are responsible to pay for all other costs related to the defective flooring (i.e. labour to remove Flooring, labour to install replacement Flooring, additional materials required to install replacement Flooring, removal of any household fixtures or furniture required to repair or replace the Flooring, hotel stays required due to repair or replacement, etc.).

Any additional remedies are your sole and exclusive responsibility under this warranty.



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## HOW TO MAKE A CLAIM

Notify the dealer who sold you the material promptly, in writing. You must supply proof of purchase. Include the product name, quantity involved. Once the dealer verifies the claim, the retailer will notify a Piper's Plank representative and if necessary, an inspection will be arranged. If you are unable to contact your dealer or are not satisfied with the dealer's recommendation, please contact Piper's Plank through phone at 1-833-206-2767.

## PERCENTAGE OF COST REIMBURSEMENT

Unless otherwise noted, all warranties are prorated.

RESIDENTIAL 30 YEARS	
CLAIM REPORTED	COVERAGE
1 <sup>st</sup> to 6 <sup>th</sup> year	100%
7 <sup>th</sup> year	95%
8 <sup>th</sup> year	90%
9 <sup>th</sup> year	85%
10 <sup>th</sup> year	80%
11 <sup>th</sup> year	75%
12 <sup>th</sup> year	70%
13 <sup>th</sup> year	65%
14 <sup>th</sup> year	60%
15 <sup>th</sup> year	55%
16 <sup>th</sup> year	50%
17 <sup>th</sup> year	45%
18 <sup>th</sup> year	40%
19 <sup>th</sup> year	35%
20 <sup>th</sup> year	30%
21 <sup>st</sup> to 25 <sup>th</sup> year	20%
26 <sup>th</sup> to 30 <sup>th</sup> year	10%
31 <sup>st</sup> to 35 <sup>th</sup> year	5%