



THE BEAUTY OF NEW ENGLAND FOR THE FLOORS OF AMERICA

# Cape Cod Collection

## PRODUCT WARRANTY

For more than 30 years, Green River – American Hardwood has set the industry standard for quality and beauty in unfinished hardwood flooring. Green River is pleased to offer a **pre-finished solid hardwood** flooring that is consistent with the excellence of our unfinished flooring.

Green River provides the following Residential and Light Commercial Warranty Program for our pre-finished flooring products with the understanding that Green River flooring has been installed following recommended industry guidelines and in compliance with required maintenance procedures and humidity conditions within your home or business.

### Lifetime Structural Warranty

Green River sets the highest standard in the manufacturing of our solid hardwood flooring products. The result is a consistency of quality second to none.

Green River Warrants to the original purchaser of its **Cape Cod Series** pre-finished flooring against any manufacturing defects caused by improper milling, grading and staining. All Green River pre-finished flooring products shall have a nominal  $\frac{3}{4}$ " thickness and a dimensional integrity that meets or exceeds industry standards. This warranty is extended for the life of the product as long as the original purchaser owns the residence or business. *The warranty is not transferable to subsequent owners.*

In instances where this warranty is applicable, Green River's liability is limited to replacing or repairing the defective boards if it is determined that defective materials exceed five percent (5%) of the total flooring, in compliance with industry standards. All hardwood flooring products have a five percent (5%) cutting and waste allowance. Damage due to improper handling, transportation, storage, installation or extreme conditions such as extreme heat, dryness, moisture or exposure to sunlight, are not covered. The owner and installer have an implied requirement to inspect all of the material **prior to installation** for unacceptable color range, finish quality and dimensional consistency. **Green River is not liable for labor costs associated with repair or replacement of visually defective materials after the floor is installed.**

Note that it is normal, due to the inherent character of natural hardwood, that some minor expansion or contraction may occur. These occurrences will self correct with seasonal climate changes.

## **25-Year Residential Finish Warranty**

Green River – American Hardwood is please to offer a superior finish provided by Chemcraft International. This UV cured aluminum oxide finish exceeds both ASTM D3359 and Taber Scale abrasive tests requirements. Green River warrants, to the original purchaser, that the Chemcraft International UV cured aluminum oxide finish, factory applied on Green River Cape Cod Series pre-finished solid hardwood flooring, will not wear through or separate from the wood for a period of:

- **Twenty-five (25) years** from the date of purchase, when installed under normal residential traffic conditions, or
- **Three (3) years** from the date of purchase, when installed within normal light commercial conditions into offices or retail stores (excluding food service areas).

These warranties apply only on the condition that regular care and preventive maintenance is performed in compliance with the published Green River recommended guidelines.

This warranty excludes any scratches or indentations caused by a lack of proper maintenance, negligence, use of abrasives on the surface, water, wet mopping, contact with gravel, sand or spiked-healed shoes, and unprotected movement of furniture or improper installation. Surface wear must be readily visible and cover a minimum of ten percent (10%) of the surface area. A slight reduction in gloss level over a substantial period of time is not considered to be surface wear.

**Note** that the use of floor care products other than those specifically recommended and formulated for the maintenance of UV-cured aluminum oxide finishes may damage the finish and void this warranty.

### **To File a Claim**

To file a claim under the conditions of the Green River Warranty program you must first contact the Green River dealer where the original purchase was made.

A written notification of the claim must be filed within the warranty coverage period, and within six (6) months of the occurrence of the problem. Documentation verifying the date of purchase and that the claimant is the original purchaser, such as a dealer invoice, will be required in order for the claim to be considered. No claim will be considered without verification that the Green River Dealer has been paid in full in advance of the claim. If the Green River Dealer fails to respond to your claim within a period of sixty (60) days you may contact us by letter at the following address:

Green River – American Hardwood  
P.O. Box 329  
29 Locust Hill Road  
Great Barrington, MA 01230

Green River will send you a form that will have to be completed and returned for processing. Green River reserves the right to have a designated representative inspect the flooring related to the claim and to remove samples for testing and analysis.

### **Disclaimer of Unstated Warranties**

This Green River limited warranty is in lieu of all other Green River warranties expressed or implied.