



## LETTER OF WARRANTY

### COMMITMENT TO THE CUSTOMER :

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We feel that no other hardwood flooring in the industry is manufactured to higher quality standards than a Nobel Flooring engineered wooden floor. The warranties described below are given to the original purchaser and are subject to the procedures , limitations , disclaimers and exclusions set forth herein.

The warranty only covers standard dimensions and species which are listed in our General Product Brochure. Nobel's standard wood species include: European ash, European douglas fir and European oak. On request and in consultation, additional warranties can be provided on custom made, non-standard products.

The warranties cover only approved product applications as recommended by Nobel Flooring and are effective on hardwood flooring purchased after Jan the 1st, 2020.

### A 10 YEAR WARRANTY :

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Nobel Flooring warrants, to the original purchaser, that its products, in their original manufactured condition, will be free from manufacturing defects in milling, dimension, and grade for 10 years. The warranty does not cover the normal expansion and contraction that solid or engineered wood floors may experience between boards at different times during the year. If minor separations do occur, they are not covered by this warranty. Cupping or crowning due to excessive moisture or humidity is not covered by this warranty. Cracking that does not exceed more than 5% is not covered by the guarantee.

## WARRANTY EXCLUSIONS :

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The patterns and color variations created in a living tree are like all of nature - never repeated. Naturally occurring wood characteristics such as mineral streaks, knots, variations in grain and color, are not considered defects.

A certain amount of bow is common and is to be expected in any wood flooring board. Bowing to a degree, is not considered a defect in any wood component, and does not indicate a faulty product nor does it affect the 'quality' of the finished floor. In general, Nobel Flooring tolerates (both positive and negative) a bow of max 8 mm per running meter of flooring. This to be measured in the middle of the board when placed flat on the ground.

Your newly installed floor will vary from samples or pictures shown — this variation is not covered by our warranty. Also, species, age, character and exposure to sunlight may keep new or replacement flooring from matching existing flooring or samples.

Product thought to be defective by the person doing the installation should be returned to your dealer for inspection and possible replacement. Installation implies acceptance.

No warranty will be offered for appearance and surface structure related claims once the products have been installed. Because wooden flooring is a natural product, it will expand and contract due to seasonal moisture level changes. The relative humidity in the concerning room(s) must be kept between 30% to 70% at 15-25°C at all times to properly maintain the floor. Please be sure to monitor these values app 10 cm above the floor. Place humidifiers or dryers if necessary.

In case of underfloor heating, there are additional pre-conditions to be taken into account, which are described in our 'Underfloor Heating Guide'.