

**SHAW HARDWOODS®**  
**LIMITED WARRANTY**  
**EPIC™ ENGINEERED HARDWOOD FLOORING**

This Shaw Engineered Hardwood Floor comes with a:

- Lifetime Structural Integrity Warranty
- Epic Engineered Hardwood also comes with a 20 year, 25 year or lifetime wear and finish warranty depending on the selling style purchased.
- Sand and Refinish Warranty on ¾” thick products.

These warranties, which begin from the date of purchase, apply to products used in dry residential applications. Lifetime warranties apply for as long as the original purchaser owns and resides in the home where the product was installed.

What the Shaw Epic Engineered Hardwood Flooring Limited Warranty covers:

Finish and Wear Warranty - Shaw Industries Group, Inc. (“Shaw”) warrants to the original purchaser that its face surface wear layer will not peel off or wear through, for the indicated period of time, from the date of purchase.

Lifetime Structural Integrity Warranty - Shaw additionally warrants that these engineered hardwood products in their original manufactured conditions to be free from defect in material and workmanship including milling, assembly, dimension and grading. Shaw additionally warrants that these engineered hardwood floors, will not warp, cup, buckle or delaminate when properly installed and maintained according to Shaw’s installation instruction procedures. This warranty includes installation over hardwood approved radiant heated subfloors systems, for both adhered or floating methods of installations, that are made using ½” or greater thickness products of the Oak, Ash, Hickory or Walnut veneer species only.

Sand and Refinish Warranty - Shaw additionally warrants that in those cases where the surface becomes damaged by neglect or accidents not covered by the normal applicable Finish and Wear Warranty on its ¾” thick products or due to a desire to change the stained color of the floor, the ¾” thick products can be sanded and refinished using normally accepted industry procedures up to two times and still retain their original Structural Integrity Warranty. Subsequent to any refinishing procedure, continuation of a finish warranty would be supplied by the aftermarket finish manufacturer and qualified refinish contractor.

Note:

Hardwood flooring being a natural product will continue to expand and contract during seasonal and temperature changes. Products when properly installed may experience slight separation between boards. If minor separations do occur, they are not covered by this warranty.

Product determined to have any possible defect by the person doing the installation should be returned to your dealer for inspection and possible replacement PRIOR TO INSTALLATION. All questions of product quality are to be addressed prior to installation.

What you should do if any of the above listed problems occur and you need warranty service:

You (the original purchaser) should notify the authorized Shaw Hardwood Flooring dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the time period of the applicable limited warranty.

You (the original purchaser) must present to that authorized Shaw Hardwood Flooring dealer the following items for a warranty claim to be considered:

- a valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase

- a description of the problem and/or a photograph/sample that clearly shows the warranty problem

What Shaw will do should you need warranty service:

If Shaw accepts a claim under this limited warranty, Shaw will authorize your dealer to repair or replace, at Shaw's option, the affected flooring material. If professionally installed, Shaw will pay the reasonable labor costs to perform the replacement or repair during the first five (5) years from the date of the original purchase. In the event that the style installed in the home is no longer available, Shaw will authorize your dealer to replace the affected floor with another style of equal value. The above described remedy is the purchaser's sole and exclusive remedy for claim under this limited warranty.

Each Shaw Hardwood Flooring Limited Warranty is subject to the following conditions:

This limited warranty is valid only in North America. The warranty is not transferable. It extends only to the original purchaser. This limited warranty applies only where the affected area of the Shaw Hardwood Flooring is visible and covers an area greater than 10% of the room. The flooring must be installed in accordance with Shaw Hardwood Flooring recommended installation instructions. This limited warranty shall not apply to damage arising from and specifically excludes any of the following:

- Natural wood characteristics such as mineral streaks, small knots, grain variations etc. are normal characteristics and are not construed as defects; no two pieces of wood are the same and color or other variations can occur; we cannot guarantee against natural variations, nor the normal difference between color samples or photographs and colors of installed floors.
- Failures resulting from the use of non equivalent sundry items during the product installation; including improper adhesives, underlayments, fasteners, or tools.
- Indentation, scratches or damage caused by negligence, water moisture, insects, animals, and high heeled or spiked shoes
- Failure to follow manufacturers written installation instructions including protecting the floor from subfloor moisture.
- Failure due to structural changes in the subfloor, settling of the building or uneven subflooring that has not been adequately leveled.
- Improper radiant floor heating usage, or installations not in accordance with Shaw's recommended instructions for installations over radiant heated subfloors.
- Excessive or inadequate humidity in the area. Relative humidity in the area of use must be within a normal range of 35%-65%
- Improper Insufficient Protection, Care and Maintenance
- Accidents, Abuse or Misuse. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, earthquake, or standing water occur during or after installation
- Improper alteration of original manufactured product. Improper alterations or repairs to Shaw's original product will void any and all warranties.
- All woods are affected by light. Some exotic species will darken while other species will tend to
- Lighten over a period of time when exposed to natural and artificial light sources. Some wood
- species darken and/or lighten at a faster rate than others. This is a natural characteristic of wood and does not constitute any type of product defect.
- Damage due to failure to use appropriate chair pads under castor (wheeled) chairs.
- Use only seamless plastic castor wheels to help prevent scratches.
- Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately leveled
- This warranty does not cover removal or replacement of cabinets, appliances, furniture or other fixtures.
- **Gloss reduction is not considered wear.**
- Freight

Please Note:

**Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with Shaw. Shaw shall not be liable to the purchaser or any other person for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from state to state.**

Shaw Hardwoods is a registered trademark of Columbia Insurance Company.