25 Year Limited Residential Warranty

Limited Warranty Program
The warranties listed herein apply only to the 9/16th engineered Karelia products. Karelia hardwood flooring products are manufactured from the finest raw materials. Our craftsmen create these beautiful and durable flooring products at the most technologically advanced hardwood flooring facilities. Karelia is proud to offer one of the longest warranties available on pre-finished hardwood flooring.

Residential Warranty:
Karelia provides this comprehensive Warranty to cover its 9/16th residential flooring products. Karelia's Warranty includes coverage for visual appearance, structural quality, moisture protection, radiant heat performance, surface wear and refinishing. Karelia's applicable products will be free from manufacturing defects for as long as you own your home. Manufacturing defects are improper milling, lamination, grading or assembly only.

Installation Warranty:
Karelia warrants installation for long-lasting performance. This 25 Year Warranty applies to 9/16th residential flooring only, provided that the carton instructions are followed and the Karelia floors are installed according to Karelia's guidelines (see Karelia Installation Guide) using suggested and approved application methods and products. Installation warranty covers installation by floating (preferred installation method), glue down, or nail down with tongue and groove only.

Appearance and Wear Through Warranty:
We warrant that under normal residential conditions and with proper maintenance, Karelia UV Cured Acrylic Urethane Finish will not wear through within the warranty period as specified. This warranty extends only for wear areas, which cover at least ten percent (10%) of the surface area of the installed Karelia floor. Gloss reduction is not considered wear through and is therefore not covered under the finish warranty. It is essential that each board be inspected prior to installation to assure quality results. Installation of defective boards will not be covered under these warranty terms.

Structural Warranty:
If the Karelia Engineered Product should ever delaminate within one year of installation due to manufacturing defects, Karelia will arrange for repair or replacement of the defective board(s), at Karelia's cost. Should a failure occur one year after installation, Karelia will replace defective board(s) exclusive of costs of removal of defective floor, reinstallation or refinishing. See Exclusions and Liability Limitations below.

Moisture Warranty:
Karelia Engineered floors are warranted against releasing from the sub-floor due to sub-floor moisture (hydrostatic pressure only) if tested, installed and maintained in accordance with installation and maintenance guidelines. Prior to installation subfloors must be inspected and tested for dryness or moisture problems in accordance with all installation instructions. Pre-inspection test and inspection results must be available and sent to Karelia's Marketing and Sales office accordingly. (See Karelia Exclusions) Karelia's residential flooring products are 75% more resistant to expansion and contraction than solid hardwood floors due to its crosslayered base rendering it extremely stable.

Refinishing Warranty:
Karelia warrants that our pre-finished products can be sanded and refinished up to three (3) times by removing the existing finish entirely and replacing it with a new compatible finish. A professional floor refinisher must perform this process. Screening, which does not remove the surface finish entirely, can be performed numerous times over the lifetime of the product. Since Karelia has no control over the actual resurfacing process, once the factory finish is altered or removed, the wear through warranty of the product is voided.

Radiant Heat Warranty:
Karelia is the industry leader in radiant-heated hardwood flooring applications and performance. When installed according to manufacturer's strict instructions and guidelines, Karelia will extend this warranty to radiant heat applications. Please note when installing Beech, Maple or Jatoba – these species may expand or contract more than other species. Warranty extends only to floating applications.

Warranty Coverage in General:
It is imperative that all installations are done in compliance with the procedures outlined in the Karelia installation instructions. Failure to install in accordance with the instructions will void all warranties. The sole obligation and liability of Karelia under our stated warranties, is to repair, replace or refinish the floor, in part or in whole, at no cost to the original purchaser or to issue a refund of the purchase price, at Karelia's discretion. Only Karelia floors, which were professionally installed, will be eligible for labor cost reimbursement. If you installed the floor yourself we will cover the cost of replacement materials only. No warranty coverage is provided for flooring that contains obvious defects of any kind prior to installation, but was installed nonetheless. If before installation you discover any flooring that has obvious defects please contact your dealer, or Karelia immediately and replacement flooring will be provided at no cost.

Exclusions and Liability Limitations Karelia Warranty described above will not apply and Karelia will not in any way be liable in the event of:
Karelia cannot warrant a color match of our products to other wood products, such as stairs, stair railings, cabinets, trim, molding, etc. In order to maintain the recommended relative humidity (35%-60%) inside the home, installation of a humidifier or dehumidifier may be necessary. The floor is designed to perform in an environmentally controlled structure. Area Rugs should be moved periodically to minimize the effects of ultraviolet light on hardwood floors. Natural wood characteristics such as mineral streaks, small knots, grain variations, etc. are normal characteristics and are not construed as defects. Nature leaves no two pieces of wood the same and color or other variations can occur. We cannot warrant against natural variations, nor the normal minor differences between color samples and the color of installed floors. Only Karelia approved cleaning and maintenance products are appropriate for use on our products. Use of Non-Karelia approved cleaners and maintenance products or any oil soap or ammonia- based cleaners will void all warranties. For a current list of approved products please call **1-888 840 3435**. The warranty does not cover damage arising from accidents, abuse, abnormal wear, spike heels, grit, scratches, or dents. Gloss reduction is not considered wearthrough. Therefore, it is not covered under the finish warranty The warranty does not cover color changes to any products, which result from UV light. Merbau, Pine, Cherry and Brazilian Cherry (Jatoba) which are especially susceptible and may darken due to UV light exposure. **The Brazilian Cherry (Jatoba) and Doussie species may sometimes develop cloudy, white spots after installation. This is a natural occurance and is not included in the warranty.** Excessive ground moisture caused by natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters are not covered by the terms of this warranty. Karelia's warranty excludes and will not pay consequential or incidental damages associated with any warranty claim. Repair, refinish or replacement (or a refund of purchase price) of flooring material, are the sole remedies. The warranty does not cover insect infestation after the product has left our factory or scratches or stains caused by domestic pets. All warranties are limited to the original purchaser and apply only to products listed in this brochure. Damage due to water saturation (including but not limited to) a leaky faucet, broken pipe and wetmopping is excluded. The use of putties, during and after the installation of hardwood flooring is considered normal and is not cause for a claim against this warranty
THERE ARE NO WARRANTIES, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. NO OTHER WARRANTIES EXPRESS, IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE MADE, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL FinnWoodFloors Oy BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THIS PRODUCT, OR FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR **CONSEQUENTIAL DAMAGES**. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THEREFORE THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.
No installer, retailer, distributor, agent or employee of Karelia has the authority to increase, or alter the obligations, or limitations of this warranty. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. Your rights and the limitations described above vary from state to state. Thus, it is important to retain this warranty information. If you need to file a claim under this warranty, first contact your Karelia dealer, or write to us at: Karelia's North American Sales Office:
#21 - 285 17th Street,
West Vancouver, BC, V7V 3S6, CANADA.
Please note however, that in order to make any claim under this warranty, evidence of the purchase date and the identity of the original purchaser and installation location must be provided and without such proof, no warranty coverage will apply. Karelia strongly suggests that you keep this information and your receipts together with the Karelia Installation and Maintenance guide in a safe and secure location. Any and all disputes arising out of the purchase of Karelia hardwood floor products, or this warranty, shall be subject to mandatory and binding arbitration in the country of origin and manufacture. Any trials by jury are expressly waived.

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Karelia
HARDWOOD FLOORS