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WARRANTY | MILLWORK

**MADERA RESPONSIBILITIES**

Structural Warranty

MADERA's warranty commitment is to provide quality veneered interior doors and interior cabinetry fronts that are free from manufacturing defects in milling and lamination for the lifetime of the product. The warranty covers defects such as warping, delamination, cupping, as well as larger, structural face checking.

UV Oil Finishes

MADERA warrants that the finish applied to doors and cabinetry fronts meet the highest quality industry standard. When a vertical finish is specified to match a flooring finish there may be slight variations in color. This is due to the unique way a vertical surface reflects light but also because doors and cabinetry fronts are finished by hand.

Finish defects including blemishes, stains, inconsistent sheen level, or extreme variations in veneer colors on a single panel are all covered by the MADERA warranty. Issues with finish must be communicated prior to installation. Once a door is installed, it is assumed that the material has been inspected for defects and therefore accepted.

MADERA products coated with natural oil finishes are covered under this warranty only when cleaned and maintained in accordance with the Madera oil maintenance guidelines. That maintenance may require the re-application of the oil finish by a professional during the period of this warranty, and the need for such re-application does not constitute a product failure. The frequency required to maintain vertical surfaces is typically less than that of a flooring surface and may not be necessary at all.

MADERA's Handling of Warranty Claims

MADERA reserves the right to verify and inspect any and all warranty claims. Warranty claims will be investigated pursuant to the procedures set forth in the MADERA SALES AGREEMENT. Some defect claims may require the removal of samples for analysis. Responsibility for replacement costs of materials will be determined after analysis of the cause is complete. MADERA will repair and/or replace, at our option, any material deemed defective. In the event that the defective material is unable to be repaired in a reasonable number of attempts, MADERA will reimburse the original purchaser the purchase price of the defective product.

OWNER RESPONSIBILITIES

- Owner must retain the original sales agreement and payment receipt.



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- Owner must follow proper care and maintenance procedures all material in accordance to the finish type.
- We ask that the owners maintain proper relative humidity within the space – relative humidity should be maintained between 35% and 55% throughout the year. Failure to do so could result in cupping, cracking, and other material failures. Please reach out to us with any questions. It is in the best interest of MADERA and the client that materials are set up for long terms success.

### WARRANTY DISCLAIMERS

The following items are not covered by MADERA's Warranty:

- Damage caused by fire, flooding, and other natural disasters and/or Acts of God
- Damage caused by negligence, accidents, misuse, or abuse
- Damage caused by cutting from sharp objects
- Color, shade, or texture variations between samples, printed color photography or replacement flooring and original flooring material
- Changes in color due to exposure to air, sunlight, and age
- Naturally occurring wood characteristics such as variation in grain, mineral streaks, and knots
- Construction or installation-related damage
- Installation defects include installations made in violation of applicable state or local housing or building codes, or contrary to the Installation Instructions furnished with the product. When in doubt, do not install.

### COLOR, MATERIAL VARIABILITY, AND SAMPLE DISCLAIMER

There are color and pattern variations in all wood. This is characteristic of a living tree. All wood will go through natural color changes from the effects of oxidation and ultraviolet light. In some species such as American Cherry, Walnut, and some exotics this color change is more pronounced. This is not a product defect and is not covered by the warranty. Many MADERA hardwood floors are colored by smoking (fuming) and other treatments that create color by reacting with naturally occurring compounds in the wood. Natural variations in the concentrations of those compounds from board to board may be significant and result in color variation that exceeds the variation in the untreated wood. This enhanced color variation is considered part of the appeal of this coloring technique and is not considered a manufacturing defect.

While's MADERA's samples and product imagery are intended to accurately represent the particular material's characteristics, color, and overall appearance, they DO NOT show all possible variations. Reclaimed wood products can have an extreme amount of variation. Please expect nail holes, cracks, checks and staining in addition to the standard variations described above. Normal variations between MADERA samples or



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product imagery and the materials delivered to you are not covered by this warranty.

### WARRANTY EXCLUSIONS

The above warranties are given only to the original retail purchaser of the flooring. No warranties are transferable. It is the responsibility of the installer to inspect the flooring for manufacturing defects and/or visible damage prior to installation. No retailers, distributors or employees have the authority to alter the obligations, limitations, or exclusions under any of the MADERA warranties. MADERA excludes and will not be liable for or pay incidental, consequential, or special damages under any warranties. This means any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. These limited warranties constitute the only express warranties for the product purchased. To the extent permitted by law, all warranties other than MADERA limited warranties express or implied, including any warranty of merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, any and all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the duration of this written warranty, to the extent allowed by law. Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply. These warranties give the customer specific legal rights, and the customer may also have other rights that vary from jurisdiction to jurisdiction.

MADERA wants all our clients to be happy and satisfied with their purchases. If there are claims or questions, or in the event that you are not totally satisfied with your hardwood floor please call or email us.