



Pacific Products International is a proud to present this teak flooring, designed and produced using the most advanced technology and the strictest quality controls in each step of the manufacturing process, from the selection of raw material in our certified plantations to the final packaging of the goods. This is to assure you the joy of a world class pre-finished hardwood floor, with a great appearance, easy to install and maintain, and with exceptional durability.

15 YEAR WARRANTY

We feel confident and proud to back our products with our comprehensive 15 YEAR LIMITED GUARANTEE PROGRAM.

We hereby warrant to the original buyer ("Buyer")

PRODUCT:

The goods meeting all established quality standards specified for each product category.

STRUCTURE:

The flooring to be free of any manufacturing defects caused by improper milling, grading, assembling, staining or coating.

MOISTURE:

The flooring to remain structurally sound under normal moisture conditions, if the maintenance and installation guidelines are properly followed.

FINISH:

Our ULTRA WEAR factory applied UV cured surface finish on the pre-finished hardwood floor will not wear through or separate from the wood for 15 years, from the date of purchase, when used under normal residential traffic conditions and as long as you follow the manufacturer's recommended maintenance procedures.

**** PLEASE NOTE THAT **:**

- To consider the surface wear as a defect, it must be readily visible and must cover at least 10% of the surface area. This warranty excludes loss of gloss during normal use.
- Hardwood floors are a product of nature and therefore, not perfect. Our product is manufactured in accordance with accepted industry standards, which permit a maximum of 5 % defect tolerance. These defects may be of a manufacturing or natural type. When our product is ordered, 5% must be added to the actual area needed as allowance cutting waste and/or mismanufacture.

- Whenever this warranty applies, the manufacturer's liability is limited to replacing or repairing, at the option of the manufacturer, the material in excess of this 5% material only, excluding all others costs such as transportation, storage, installation, cutting allow case, etc.
- The installer has the final inspection responsibility and he has to hold out or cut-off pieces with glaring defects whatever the cause. Should an individual piece be doubtful as to its quality, the installer should not use the piece.
- Prior to installation, the installer must determine that the surfaces and job-site environment meet the requirements established in the manufacturer's installation instructions. The manufacturer declines any responsibility for job or product failure resulting from or associated with subsurface or job-site environment deficiencies.
- This warranty does not include labor or the cost of labor for that replacement of the defective product, nor does it include damage due to improper installation or maintenance, excessive moisture or alkaline in the subfloor or conditions arising from hydrostatic pressure.
- A written notice of claim must be filed within the warranty coverage period and no later than 3 months after the occurrence of the problem giving rise to the claim. The manufacturer will request information to verify date of purchase and identity of original purchaser, so we strongly suggest that you keep you original invoice in a safe place, together with the installation and maintenance instructions.
- The manufacturer reserves the right to have a designated representative inspect the floor and remove samples for technical analysis. The representative will then report the findings within a reasonable amount of time.

WARRANTY EXCLUSIONS

- 1- Warranties do not cover indentations, scratches, stains or damage, caused by negligence, fire, water, moisture, accessing heat or dryness, erosion, pebbles, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, color variations, natural fiber surface discoloration, failure to follow all the manufacturer's written installation or maintenance instructions, improper maintenance, wet mopping, insufficient alterations of the original manufactured product, insufficient prevention and/or protection in kitchen working stations, and underneath furniture.
- 2- This warranty does not cover discoloration or any other damage caused by excessive sunlight or exposure to ultraviolet rays.
- 3- The manufacturer's warranty does not apply to buckling of flooring due to extreme changes in humidity.
- 4- Damages due to improper transportation, storage, installation or any other cause are not covered by this warranty.
- 5- Warranties do not include the natural expansion or contraction of the wood, resulting in separation between boards, or damage caused by low or excessive humidity.
- 6- This writing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all other express and/or statutory warranties by the manufacturer, to the extent provided by law. Manufacturer does not assume any liability for incidental or consequential

damages. By this, the manufacturer means any loss, expense, inconvenience or damage other than the wood floor itself that may result from a defect in the product. However, some countries or states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you.

- 7- This warranty gives you specific legal rights, and you may also have other rights that vary from country or state to state. The sole remedy provided herein is the repair, finish or replacement of defective products, or refund for defective products, at the manufacturer's direction.

THIS PROGRAM IS VALID FOR PRODUCTS INSTALLED USING RECOMMENDED INSTALLATION METHODS, FLOOR MAINTENANCE PROCEDURES AND MAINTAINING PROPER HUMIDITY CONDITIONS WITHIN YOUR HOME. PLEASE REFER TO THE MANUFACTURER'S INSTALLATION GUIDE AND MAINTENANCE PROCEDURES.