

Overall Panel Quality Guarantee

Each panel is manufactured to stringent quality standards and is thoroughly inspected at our plant. Our customers and their installers should inspect each panel when it is unpacked. In the unlikely event a manufacturing defect is detected in a panel prior to installation, we will replace it free of charge. Simply return it with your receipt to your retailer for a free replacement panel. This guarantee covers visual **manufacturing defects** in the panel. Inherent variation in grain or color is not a manufacturing defect.

Structural Guarantee (Lifetime)

Each of our flooring panels is carefully constructed utilizing a sophisticated high pressure bonding system and under normal use is guaranteed against buckling, warping, separation or other structural failure for the life of the product. If a panel fails within this time period we will repair or replace it (at our option) at no charge.

Moisture and Dryness Protection Guarantee (Lifetime)

Our panels are made to withstand normal moisture and dryness variations, and are warranted against damage caused by normal moisture and dryness (within the 40-60% relative humidity range). Humidifiers and/or fans may be necessary in extreme situations to maintain this humidity range. **This guarantee does not cover damage caused by standing water, floods, wet mopping, leaky appliances or any other event as defined in the Exclusions From Coverage section of this Limited Warranty.**

Sherwood Products 25 Year Wear Warranty

Sherwood Products are finished with Top Guard, a durable no-wax surface of five coats of UV cured Ceramic Enhanced Acrylic Urethane. We guarantee that our Top Guard finish will not wear through for 25 years from the date of original purchase, when maintained according to our recommended maintenance instructions. This guarantee applies only to a defect covering 10% or more of the installed floor. The Top Guard finish is guaranteed under normal residential use and does not cover damage caused by pets, erosion, dents, gravel, scratches or improper maintenance. If the original finish is coated with another finish the wear warranty is void.

HOW TO MAKE A CLAIM

Sherwood products are made with complete satisfaction in mind. In the unlikely event you do have a claim:

1. All claims must be made in writing.
2. Send notice of the claim to your Sherwood dealer where the purchase was made. Your claim must be made within 30 days from the date the problem occurs.
3. If the panel has not been installed, return it to your dealer for replacement.
4. Make sure any installation is made in accordance with our installation instructions. If the defective panel has been installed, we reserve the right to inspect the panel to determine warranty coverage.
5. Please keep all proof of purchase materials for proper documentation of any potential warranty claim.

EXCLUSIONS FROM COVERAGE

Our warranties do not apply and we cannot be held liable in any way in the event of:

- **Normal Variations** – Wood is a product of nature. Therefore, variations in grain and/or color are normal occurrences. Color changes in the wood should be expected as your floor ages, and are considered desirable. Further, wood will expand and contract naturally due to normal changes in temperature and humidity.
- **Improper Installation or Maintenance** – Installation and maintenance must be in accordance with our directions for warranty coverage.
- **Improper Use** – We do not assume responsibility for any flooring damage caused by misuse, abuse or damage by accident or other events beyond our control. This Limited Warranty does not extend to damage caused by heavy equipment or furniture, pets, damage caused by impact or scratch damage caused by sharp or pointed objects or by worn out shoes or color changes caused by excessive or continued exposure to direct sunlight.
- **Extreme Environmental Conditions** – The manufacturer cannot assume responsibility for extreme conditions such as extreme heat, moisture, dryness or rapid fluctuations in any of these conditions.
- **Alterations/Repairs** – Our warranty does not cover alterations (including refinishing) made to the flooring.

Sherwood

**LIMITED RESIDENTIAL
WARRANTY REGISTRATION**

NAME _____

STREET _____

CITY _____

STATE _____ ZIP _____

PHONE _____

PRODUCT NAME _____

SPECIES & STYLE _____

DATE OF PURCHASE _____

SQ FT PURCHASED _____

PURCHASE PRICE _____/Sq Ft

DATE OF INSTALLATION _____

WHERE FLOORING WAS INSTALLED

RETAILER'S NAME _____

STREET _____

CITY _____

STATE _____ ZIP _____

PHONE _____

DETACH HERE FOR MAILING