



## Hardwood Products

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Hardwood is a product of nature. There are many varieties of wood with its own natural characteristics, which add to the beauty of the product. A hardwood floor should be expected to show hairline cracks in and between the boards. There also might be slight variations in the height of the boards in relationship to each other. Natural variations in color and grain are also to be expected. None of these effects are to be considered products defects but natural inherent qualities.

There are two options in hardwood flooring: pre-finished or sand and finish. Pre-finished wood can be solid or engineered. Pre-finished wood is sanded and stained at the factory. So when installed, there may be variations in the height between boards. A space between each board is intentional (necessary for the expansion and contraction of wood due to temperature and moisture changes in the wood). Minor splintering and chipping is considered normal. Sand and Finnish hardwood floors are installed as bare wood finished on site. Each board will respond differently to the staining process, depending on its grain pattern and structure Making it virtually impossible to achieve a completely smooth, consistent surface but ensuring a truly unique hardwood floor. Sub-floors will create a hollow sound. NO SUB-FLOOR IS PERFECTLY LEVEL. Dips and ridges will remain in the sub-floor even after hardwood preparations. This condition does not affect the structural integrity of hardwood or the installation. Hollow sounds are considered normal and are not a product or installation defect.

### Special Notes on White stained Floors

The use of white and pastel stains requires special attention. As with all white or light colored materials, more frequent maintenance is required to maintain appearances, and unavoidable cracks between the boards and scuff marks are much more noticeable. Shade variations, inherent in wood, will be accentuated over time. When purchasing a white or pastel shade floor, be prepared to make compromises. Finishes can age in color, altering the woods Appearance over time. The finish of white or pastel stained floors will diminish or deteriorate faster than a natural stain, especially if in contact with water. Please read all care and maintenance carefully and thoroughly.

### Floating Hardwood Products

Floating installation of engendered prefinished hardwood flooring using a hard surface pad is an approved method of installation. NO SUB-FLOOR IS PERFECTLY LEVEL. Dips and ridges will remain in the sub-floor even after hardwood preparations. Hollow sounds, flexing, spouge effects and popping are considered normal and are not a product or installation defect. Floor prep will not remove all ridges, dips, and subfloor deflection.



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Maintenance:

Sweep or vacuum your floors regularly. Do not use the beater bar. Be especially careful with light colored floors, which may need to be cleaned more often. Be sure to clean shoes and entry Mats well. When moving heavy appliances or furniture, use a dolly. But first put down a quarter –inch sheet of plywood to protect the floor. Never try to slide or roll heavy objects across your floor without these precautions. Large animals tend to leave scratches on finishes, keep animal nails trimmed. Therefore you should keep animal nails trimmed. Many cleaners and waxes can potentially damage your floor. NO DIRECT WET MOPPING. Please see appropriate manufacturers maintenance procedures for hardwood cleaning instructions. Please be aware that extremely high force exerted by high-heeled traffic (dynamic loads of 1,000 PSI or more) may visibly damage (dent) hardwood floors. Hardwood Floor manufacturers will not except claims for damage caused by high-heeled shoe traffic. Table and chair legs should be equipped with floor protectors to minimize scratched and indentions.

I have read and understand the above information regarding hardwood products and their characteristics. I have also viewed a sample of the flooring I have selected and understand the hardwood may vary for reasons described above.

I accept the above conditions, which apply to this purchase and understand the product will not be replaced after installation due to any of these characteristics mentioned.

Signature: \_\_\_\_\_ Date \_\_\_\_\_