



WARRANTY INFORMATION

FloorMade® PRODUCT LIMITED WARRANTY

RW+RW Supply + Design (RW+) warrants its FloorMade® products, including, but not limited to, stair nosings, reducers, t-molds, stair parts, vents, and herringbone flooring to be free from defects in construction, assembly, and finishing for one year after date of original purchase by final end-user.

PASSTHROUGH LIMITED WARRANTY

FloorMade® products are a value-added product using prefinished flooring from other manufacturers. The FloorMade® manufacturing process will nullify the original flooring manufacturer's warranty (including RW+, Portercraft, Real Wood Floors, Tradewinds and Multi-Length branded products). However, RW+ will extend the original manufacturer's structural and finish wear warranties for one year after date of original purchase by final end-user. RW+ will extend no other portion of the original manufacturer's warranty.

WARRANTY EXCLUSIONS

RW+ Warranties do not include the original manufacturer's warranty except expressly stated in the Passthrough Limited Warranty.

RW+ warranties do not cover structural damage that results from products installed or maintained in environments with relative humidity outside the range of 35-55%. Extreme moisture conditions, too wet or too dry, can damage the structural integrity of the flooring.

Responsibility for inspection and approval of FloorMade® products falls to the consumer and installer prior to permanent installation. The installer is the final inspector of the product. RW+ is not responsible for labor costs associated with the repair or replacement of visually defective FloorMade® products after the product is installed.

RW+ warranties do not cover normal wear and tear, indentations, scratches, defects, or damages caused by improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured product.

RW+ warranties do not cover damages caused by using oil soaps, liquid or paste wax products

or other household cleaners that are not recommended maintenance products by the original flooring manufacturer.

RW+ warranties exclude non-factory applied finishing including, but not limited to refinishing.

RW+ warranties do not cover indentations, scratches, defects or damages caused by negligence or abuse including, but not limited to water, insects, pets, spiked or damaged heel shoes, vacuums, furniture, appliances, casters, falling or dropped objects or construction traffic, or failure to take proper precautions to protect furniture legs and feet with protective pads and properly functioning casters or improper protection during the construction process when moving heavy objects, or during times of heavy traffic.

RW+ warranties do not cover defects and damages caused by man-made or natural disasters including but not limited to, leaking or broken plumbing, fire, flood, earthquake or standing water during or after construction.

No warranties apply to any product or products designated as off-goods or goods sold "as is".

RW+ warranties do not cover squeaking, creaking, or popping in FloorMade® products after installation.

The following items are not covered by warranty:

- Warranties of the original flooring manufacturer except as stated in the Passthrough Limited Warranty.
- FloorMade® products installed in manners for which they were not intended.
- Damage caused by normal wear and tear, negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaners or steam mops.
- Damage caused by appliances, furniture and casters.
- Damage caused by cutting from sharp objects.
- Damage caused by flooding, fire, and other natural disasters and acts of God.
- Reduction in gloss, scratches or indentation due to sand or other abrasives, pets, insects,



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construction traffic, or failure to maintain the product as required.

- Color, shade, sheen or texture variations between pieces as a result of the FloorMade® manufacturing process.
- Color variations between FloorMade® products and/or samples and other flooring or wood products, which you wish to match (e.g. cabinets, stair railings, etc.).
- Changes in color due to exposure to sunlight and age.
- Deficiencies related to subfloor/stair assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection, voids in the subfloor, stair construction, and stair measurements.
- Noises, squeaks, etc.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks, and knots.
- For reclaimed and hand scraped style products, overwood or underwood, or variations in natural or man-made textures occurring in the original flooring.
- Natural expansion and contraction resulting in damage or separation between boards or damage caused by low or excessive humidity.
- Shear, delamination, or other structural damage due to relative humidity levels below 35%.
- Products designated “off-goods” Such products are sold “AS IS.”
- Commercial installations of residential products.
- Construction or installation-related damage.
- Product damage, finish damage, or adhesive breakdown caused by subfloor moisture or water damage, including, but not limited to, broken or leaking water pipes, flooding, wet mopping spills, or weather conditions.
- Any failure or damage due to adhesive, adhesive systems, fasteners, or fastening systems used for installing FloorMade® products.

NO OTHER WARRANTIES

Subject to applicable law, THE LIMITED WARRANTIES SET FORTH ABOVE, BEFORE THE FOREGOING EXCLUSIONS, ARE THE

ONLY WARRANTIES GIVEN BY RW SUPPLY + DESIGN AS PERTAINING TO THE FLOORMADE® PRODUCTS. THERE IS NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. No oral agreement or statement from RW Supply + Design, or any of its representatives may alter or amend this warranty.

THIS LIMITED WARRANTY IS IN PLACE OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some laws do not allow limitations on certain implied warranties. This warranty gives specific legal rights, and there may be other rights which vary from state to state.

HOW TO SUBMIT A CLAIM

In the unlikely event that any portion your FloorMade® product should fail or be defective, with respect to any of the provision of this warranty, RW Supply + Design, at its sole discretion, to the original end-user, may repair or replace such portion with the same product or another product of equal value. This provision does not include labor costs, relocation or living expenses, removal or installation of new product or the removal or replacement of cabinets, furniture, and other fixtures.

To file a claim, the original end-user purchaser must initiate a claim request by filling out our online form at: <https://rwsupply.com/claims> or <https://portercraft.com/claims>

Claims must also be filed within the warranty coverage period and information verifying the date of purchase will be requested. RW+ reserves the right to have a designated representative inspect the floors and remove samples for technical analysis.

This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and/or implied warranties. Subject to applicable law, RW+ ASSUMES NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.