

JEFFCO FLOORING & SUPPLY WARRANTY (JFS)

The JFS Commitment

We feel that no other hardwood flooring in the industry is manufactured to higher quality standards than a JFS hardwood floor. The warranties described below are given to the original purchaser and are SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS, AND EXCLUSIONS SET FORTH HEREIN. The warranties cover only approved product applications as recommended by JFS Hardwood Flooring and are effective on hardwood flooring purchased after January 1, 2009.

Lifetime Structural Integrity Warranty

JFS warrants, to the original purchaser, that its first quality products, in their original manufactured condition, will be free from manufacturing defects in milling, dimension, and grade for the lifetime of the floor. Structural integrity does not cover the normal expansion and contraction that solid wood floors may experience between boards at different times during the year. If minor separations do occur, they are not covered by this warranty. Cupping or crowning due to excessive moisture or humidity is not covered by this warranty. Industry standards allow a variance from grade rules of up to 5%.

50-Year Finish Wear Layer Warranty

JFS warrants, to the original purchaser, that its surface wear layer will not wear through or separate from the wood for 50 years from the original date of purchase that are installed in residential applications.

JFS Warranty Exclusions

Naturally occurring wood characteristics such as mineral streaks, knots, variations in grain and color, are not considered defects. Your newly installed floor will vary from samples or pictures shown—this variation is not covered by our warranty. Also, species, age, character, and exposure to sunlight may keep new or replacement flooring from matching existing flooring or samples. Because hardwood flooring is a natural product, it will expand and contract due to seasonal moisture level changes.

All wood flooring will undergo natural color changes due to the effects of sunlight and/or ultraviolet light and these changes are not covered by our warranty. Area rugs and other furnishings should be moved occasionally as they block sunlight and may give the appearance of discoloration under the rug. This is not a product defect.

JFS warranties exclude indentations, scratches, or damages caused by misuse, negligence, accidents, fire, erosion, insects, pets, shoes, pebbles, sand, other abrasives, lack of proper maintenance, insufficient protection on furniture, and misuse or improper alterations of the original manufactured product. Damage due to water and/or moisture, including, but not limited to damage resulting from broken or leaking pipes, wet mopping, weather conditions or natural disasters, is excluded from JFS warranties. Cupping and/or buckling of the floor is caused by moisture and is excluded from coverage.

INSTALLATION OF ANY FLOORING CONSTITUTES ACCEPTANCE OF ITS GRADE, MILLING, AND FINISH

As JFS has no control over installation methods or site conditions, we cannot warranty any installation or site related issue.

It is the responsibility of the installer to confirm PRIOR TO INSTALLATION that the flooring is of satisfactory appearance. Once installed, JFS will not honor any claims concerning the appearance of the floor.

Gloss reduction can be expected in high traffic areas over time, but is not considered wear through.

This writing is the complete and exclusive statement of the warranty, and is in lieu of all other expressed and/or statutory warranties. JFS assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may have other rights as they vary from state to state.

Claims Information

In the unlikely event that any portion of your JFS floor should fail with respect to the provisions of the warranties, JFS, at its sole option, to the original purchaser, will repair, refinish, or replace such portion, at no cost to you, with the same product of equal value. In the unlikely event that JFS is not able to correct the failure after a reasonable number of attempts, JFS will refund, if requested, the purchase price for that portion of the floor that fails.

To file a claim, first contact the JFS retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact by letter Jeffco Hardwood Flooring, 831 Fesslers Parkway, Nashville, TN 37210, Attn: Claims Department. Claims must be filed within the warranty coverage period with information verifying date of purchase, such as the sales receipt for the flooring. Jeffco Hardwood Flooring reserves the right to have it or its representative inspect the floor and remove sample for technical analysis.