ZICKGRAF®

HARDWOOD FLOORS

by Shaw

the Franklin Collection™

Solid Wood Floors

Limited Warranty

Zickgraf warrants to the original consumer purchaser, subject to the terms provided below, that its Diamondized factory-applied finish will not wear through to the hardwood or peel off under conditions of normal residential use. This limited warranty begins the day you purchase our hardwood floor product and will remain in effect until the product is no longer owned by you as the original purchaser or the applicable warranty period expires, whichever first occurs. The applicable warranty period, as stated below, applies to the following products:

25 year — 25 Year Residential Finish Warranty, from date of original purchase, applies to factory-finished solid Grand Traditions Oak, Walnut, Maple, Hickory, and American Cherry flooring products.

20 year — 20 Year Residential Finish Warranty, from date of original purchase, applies to Fairmont Oak flooring products.

This limited warranty extends only to the original consumer purchaser of the Zickgraf hardwood floor product for residential use.

This Warranty Does Not Apply To:

- Color changes over time resulting from exposure to sunlight or chemicals. Cherry woods may darken more than other species when exposed to sunlight.
- Water damage - whether caused by leaks, wet mopping, excessive ground moisture, infiltration of moisture from sidewalls, other surfaces or other causes
- Natural wood grain variations, such as small knots, mineral streaks, grain variations and the like and normal minor differences in wood shading between samples and installed floors.
- Damage from improper installation, accidents, abuse, cleated shoes, spike heels, failure to use protective caps or pads under furniture legs or wheels, scratches and dents or any circumstance causing abnormal wear.
- Insect infestation occurring after the flooring has left our factory.
- Stains, including those caused by pets.
- Damage caused by pets
- Damage caused by severe expansion or contraction of flooring after installation due to job site conditions.
- Damage from improper installation or job site conditions, including cupping or crowning.
- Damages due to installation over radiant heat systems. (Zickgraf does not recommend installing flooring over radiant heating systems.)
- Zickgraf Hardwood flooring which has been resanded, recoated, top-coated, refinished or otherwise altered by anyone other than a Zickgraf-authorized dealer or representative.
- Ordinary gloss reduction due to normal residential use
- Zickgraf hardwood floor products for which proof of date and place of purchase is not documented by sales receipt or written proof of purchase.

Preventive Maintenance for Longer Lasting Beauty

- Never clean or damp mop your hardwood floor with water
- Do not use oil soaps, wax products or cleaners made for other flooring types. Use only flooring cleaners made specifically for hardwood floors. Other cleaners can dull the finish of hardwood flooring.
- If your floor meets an outside door, use an outside mat at the entrance to keep dirt and sand from being tracked in.
- Use area rugs in high traffic areas. To prevent slipping, use an approved rug underlayment. Do not use rubber, foam back or vinyl mats as they may discolor the floor. Move area rugs occasionally, they block sunlight and may give the appearance of discoloration under the rug.
- Wipe up spills immediately with a slightly dampened cloth. Use a broom or vacuum to remove dry spills and abrasives.
- Use soft protectors on the feet of furniture to protect the floor from scuffing and scratching.
- Cleated and high-heel shoes, particularly those in disrepair can severely damage and dent hardwood flooring. This type of footwear can generate over 1000 pounds of pressure per square inch, denting almost any flooring surface.
- Do not slide furniture across hardwood flooring as it could scratch the finish. It's best to pick it up and move it.

What Zickgraf Will Do

If the factory-applied Diamondized finish wears through or peels off the flooring under conditions of normal residential use while this warranty is in effect, Zickgraf will repair, replace or refinish the flooring in the affected area only, at no cost to the consumer. If repair, replacement or refinishing is impractical, then Zickgraf will offer the consumer the option of a refund of the purchase price for the hardwood product only, not including cost of installation or other costs.

This warranty does not allow recovery of consequential damages (including the cost of repairing or replacing anything other than the flooring in the affected area) or incidental damages (including your loss of time, loss of use, inconvenience, telephone charges, postage or the like related to the warranty claim). Some states do not allow the exclusion or limitation of incidental or consequential damages, so the exclusion above may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

What You Should Know

Any and all implied warranties on your Zickgraf hardwood floor product, including any implied warranty of merchantability or fitness for a particular purpose, shall not exceed in duration the term during which this limited warranty is in effect. The dealer, retailer or other party through whom you have purchased the product has no authority to extend or modify the terms of the limited warranty and no extension or modification of this limited warranty shall be authorized by or binding upon Zickgraf.

Zickgraf shall not be liable to pay consequential or incidental damages arising from use or ownership of the Zickgraf hardwood floor product you have purchased or from breach of the limited warranty stated herein. For any breach of this limited warranty or any implied warranty, the sole remedy will be to have Zickgraf or its authorized dealer repair, replace or refinish the affected area without charge, or if that is not practical, refund the purchase price for the hardwood product only, not including costs of installation or other costs.

Notification of claims under this limited warranty or other inquires may be directed to the dealer from which the Zickgraf hardwood floor product was originally purchased, or to Zickgraf at the address and telephone number stated below. After providing notification of your claim, you should then promptly follow the instructions provided by the dealer or by Zickgraf. **YOU MUST keep your sales receipt or other proof of purchase, and provide copies of these documents at the time you submit a claim under this limited warranty.**

Zickgraf Hardwood Flooring Co.
Attn: Technical Services Dept.
PO Box 455
25249 Scott Hwy.
Winfield, TN 37892
800-243-1277
Fax: 423-569-3726

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*This limited warranty does not apply to Zickgraf Country Grade products, which may be purchased only "as available."

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