

SIENA ENGINEERED WOOD

Limited Warranty

Structural Lifetime Warranty

We warrant our engineered pre-finished hardwood flooring against any manufacturing defects caused by improper milling, assembly, grading, and finish coating. This warranty applies only to the original purchaser and installation site, and is non-transferable.

Structural Lifetime Warranty means that our engineered hardwood flooring products will remain free from delamination (separation between plies), buckling, warping, twisting, cupping or crowning in normal environmental conditions described in the installation and care and maintenance guidelines. Normal environmental conditions mean that heating and ventilation systems shall be designed to maintain interior relative humidity level between 40% to 60% relative humidity all year round, to ensure best performance of your flooring.

Exposure to excessive heat, dryness or moisture may cause damage to your engineered hardwood flooring. It is natural that some minor contraction and expansion may occur due to the inherent properties of hardwood flooring. These occurrences will self correct with seasonal climate change and/or when suggested normal environmental conditions are maintained. Over time, natural color change may also occur on your hardwood flooring, which is not considered a defect.

Lifetime Residential Finish & 3 Year Commercial Limited Warranty

We warrant to the original purchaser, that the factory applied surface finish will not wear through or separate from the wood in the original installation site when used in normal residential traffic conditions. This warranty applies on the condition that the regular and preventative maintenance have been carried out as recommended in the care and maintenance guide.

Our finish warranty excludes any indentions, scratches or surface damage caused by lack of proper maintenance, misuse, improper modification, negligence, accidents, erosion, spiked heeled shoes, sand, grit, or other abrasives, water spill, wet mopping, insufficient prevention and/or protection, and any normal deterioration due to wear and/or exposure such as fading due to sunlight exposure.

Surface wear is defined as readily visible wear on at least 10% of the surface area. Gloss reduction is not considered as surface wear.

The application of floor care products other than those specifically recommended for use on our pre-finished flooring may damage your floor and void the warranty. A finish that has been damaged because the recommended cleaning products and methods were not followed as in the care and maintenance guideline will not be covered under the warranty.

What Is Covered

Whenever this warranty is applicable, our liability shall be limited to replacing, or repairing the defective flooring boards due to manufacturing defects in excess of the 5% accepted industry standard. The option of replacing or repairing will be solely up to the company and will only cover the cost of materials.

What Is Not Covered

Labor, down time and relocation are not covered. Damage due to transportation, storage, installation, extreme indoor conditions (heat, dryness, or moisture), extreme sunlight exposure, or from other causes are not covered.

For the warranty to be valid the flooring must be installed by a licensed flooring contractor in accordance with our installation instructions. Any damage to the material failure caused by improper installation or failure to maintain the environment will not be covered. Minor separation between planks may be experienced over time and is not covered under the warranty. Since wood is a natural product, it is possible that color and texture will change over time and is not considered a defect.

To obtain Warranty service

The end user shall contact the authorized retailer where they purchased flooring within 30 days after defect is discovered. Original proof of purchase and original documents must be retained and should be presented upon request.

Note: You and your installer are responsible to inspect flooring prior to installation. We accept no responsibility for liabilities, claims or expenses where flooring with visible defects has been installed.

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