

# Product Information

## Warranty



**FRAME HARDWOODS, INC.**  
**LIMITED RESIDENTIAL WARRANTY**  
**FOR**  
**CHELSEA PLANK FLOORING® and RESTORATION SERIES PLANK™**

### PRE-INSTALLATION INSPECTION

Frame Hardwoods has developed and utilizes a stringent quality control program in the manufacture of Chelsea Plank Flooring® and Restoration Series Plank™. It is important to understand that these products are produced from natural materials containing a wide variety of color, grain and character. The products are produced using a high-speed manufacturing process and therefore it is possible each box may contain a small percentage of defects (normally less than 1%). Due to these facts, the flooring installer should inspect each plank with regard to defects or any undesirable character that the end customer may not want. The actual flooring to be installed should be reviewed with the installer and customer both present. Any defective planks may be returned for replacement with the dealer where the flooring was purchased.

### VARIATION BETWEEN LOTS

It is possible a single job can contain flooring from two or more runs or lots. As different batches of lumber will contain different amounts of character and/or color within the same grade, different lots may contain varying concentrations of color and/or character. When an installation includes multiple lot numbers, it is imperative the installer verify the different lot numbers will blend harmoniously, prior to installation.

### 35 YEAR LIMITED FINISH WARRANTY

Frame Hardwoods, Inc. warrants Chelsea Plank Flooring® and Restoration Series Plank™ finished with Titanium Tuff SSR® will not wear through to, or delaminate from, the wood for a period of 35 years under normal residential conditions provided the Frame Hardwoods, Inc. maintenance and care guidelines are followed and subject to the limitations and exclusions shown below.

### WARRANTY LIMITATIONS AND EXCLUSIONS

#### Pre-Installation Inspection

Failure to perform the Pre-Installation Inspection, as defined above, voids this warranty.

#### Installation

Frame Hardwoods, Inc. is not responsible for the installation of Chelsea Plank Flooring® and Restoration Series Plank™. Please refer to the National Wood Flooring Association Installation Guidelines for complete installation instructions.

#### Water Damage

Damage caused by the introduction of moisture, to include but not limited to, wet mopping, flooding, overflowing sinks or toilets, leaking plumbing, leaking appliances (such as dishwashers, refrigerators or

washing machines) is not covered by this warranty.

#### Abuse and Misuse

Damage caused by, but not limited to, impact or scrapping by hard or sharp objects, use of oil soaps, liquid or solid wax products, abrasive cleaners or the use of finish damaging cleaning equipment, (vacuum cleaners with beater bars, steam cleaners, etc.) is not covered by this warranty.

#### Storage

Chelsea Plank Flooring® and Restoration Series Plank™ must be transported and stored in a dry environment. Additionally, it should never be stored on a concrete surface.

#### Environmental Conditions

Home humidity levels above 60% or below 35% over a prolonged period of time will potentially cause irreversible damage to solid plank flooring thus voiding this warranty. In addition, color changes caused by direct sunlight and color variations caused by rugs and furniture, otherwise known as “shadowing”, are not covered by this warranty.

#### Gloss

This warranty does not cover reduction of gloss levels or scratches caused by use.

#### Gapping, Cupping and Buckling

As Chelsea Plank Flooring® and Restoration Series Plank™ flooring is manufactured from solid hardwood, this warranty does not cover the normal expansion and contraction caused by seasonal changes or cupping and/or buckling caused by excessive moisture or humidity.

#### Material Designation

This warranty does not apply to products that were sold as “seconds”, “odd lots” or on an “as is” basis.

### **WARRANTED OBLIGATIONS**

Under this warranty, the sole obligation and liability of Frame Hardwoods, Inc. is the replacement of flooring material proven to be defective with respect to Chelsea Plank Flooring grading, milling and finish standards. In no circumstances is Frame Hardwoods, Inc. responsible or liable for installation costs, or any labor costs, even if the floor is proven to be defective. In no way does this warranty assume liability for any claim of indirect, incidental or consequential damages.

### **CLAIMS UNDER THIS WARRANTY**

Claims must be filed within the coverage period and include a copy of the original invoice. Frame Hardwoods, Inc. reserves the right to have a designated Frame Hardwoods, Inc. representative or certified National Wood Flooring Association representative inspect the floors and, if required, remove samples of the flooring for technical analysis.

If you need to file a claim under this warranty, first contact your Chelsea Plank Flooring® and Restoration Series Plank™ flooring retailer. If for some reason, your retailer is unable to satisfy your claim, you may contact us at the following address:

Frame Hardwoods, Inc.  
740 West Industrial Drive  
Chelsea, MI 48118

**Any controversy or dispute arising under this Warranty shall be resolved by arbitration conducted in Ann Arbor, Michigan, in accordance with the rules of the American Arbitration Association, and judgment on the award rendered by the arbitrators may be entered in any court having jurisdiction thereof.**

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION

ON THE FACE HEREOF OR AS OTHERWISE SET FORTH HEREIN. NO OTHER

WARRANTIES, EXPRESSED OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE MADE, INCLUDING BUT NOT LIMITED TO, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL FRAME HARDWOOD, INC. BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE, OR INABILITY TO USE THIS PRODUCT, FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. THUS, IT IS IMPORTANT TO RETAIN THIS WARRANTY INFORMATION. NO INSTALLER, RETAILER, DISTRIBUTOR, AGENT, OR EMPLOYEE OF FRAME HARDWOODS, INC. HAS THE AUTHORITY TO INCREASE OR ALTER THE OBLIGATIONS OR LIMITATIONS OF THIS WARRANTY.