

Overall Panel Quality Guarantee

Each panel is manufactured to stringent quality standards and is thoroughly inspected at our plant. Our customers and their installers should inspect each panel when it is unpacked. In the unlikely event a manufacturing defect is detected in a panel prior to installation, we will replace it free of charge. Simply return it with your receipt to your retailer for a free replacement panel. This guarantee covers visual **manufacturing defects** in the panel. Inherent variation in grain or color is not a manufacturing defect. This warranty does not extend to cover flooring after installation.

Structural Guarantee (5 year)

Each of our flooring panels is carefully constructed utilizing a sophisticated high pressure bonding system and under normal use is guaranteed against buckling, warping, separation or other structural failure for 5 years. If a panel fails within the first year after installation we will repair or replace it (at our option) at no charge. If failure occurs more than one year after installation, we will replace the defective plank, exclusive of the costs of removal, reinstallation or refinishing.

Moisture and Dryness Protection Guarantee (5 year)

Our panels are made to withstand normal moisture and dryness variations, and are warranted against damage caused by normal moisture and dryness (within the 30-60% relative humidity range.) Humidifiers and/or fans may be necessary in extreme situations to maintain this humidity range. **This guarantee does not cover damage caused by standing water, floods, wet mopping, leaky appliances or any other event as defined in the Exclusions From Coverage section of this Limited Warranty.**

Maxwood 5 Year Wear Warranty

Maxwood Products are finished with Top Guard, a durable no-wax surface of six coats of UV cured Ceramic Enhanced Acrylic Urethane. We guarantee that our Top Guard finish will not wear through for 5 years from the date of original purchase, when maintained according to our recommended maintenance instructions. This guarantee applies only to a defect covering 10% or more of the installed floor. The Top Guard finish is guaranteed under normal residential use and does not cover damage caused by pets, erosion, dents, gravel, scratches or improper maintenance. The warranty covers only the product and not the removing or replacement costs.

HOW TO MAKE A CLAIM

Maxwood products are made with complete satisfaction in mind. In the unlikely event you do have a claim:

1. All claims must be made in writing.
2. Send notice of the claim to your Maxwood dealer where the purchase was made. Your claim must be made within 30 days from the date the problem occurs.
3. If the panel has not been installed, return it to your dealer for replacement.
4. Make sure any installation is made in accordance with our installation instructions. If the defective panel has been installed, we reserve the right to inspect the panel to determine warranty coverage.
5. Please keep all proof of purchase materials for proper documentation of any potential warranty claim.

EXCLUSIONS FROM COVERAGE

Our warranties do not apply and we cannot be held liable in any way in the event of:

- **Normal Variations** – Wood is a product of nature. Therefore, variations in grain and/or color are normal occurrences. Color changes in the wood should be expected as your floor ages, and are considered desirable. Further, wood will expand and contract naturally due to normal changes in temperature and humidity.
- **Improper Installation or Maintenance** – Installation and maintenance must be in accordance with our directions for warranty coverage.
- **Improper Use** – We do not assume responsibility for any flooring damage caused by misuse, abuse or damage by accident or other events beyond our control. This Limited Warranty does not extend to damage caused by heavy equipment or furniture, pets, damage caused by impact or scratch damage caused by sharp or pointed objects or by worn out shoes or color changes caused by excessive or continued exposure to direct sunlight or moisture damage caused by wet mopping, spills or standing water.
- **Extreme Environmental Conditions** – The manufacturer cannot assume responsibility for extreme conditions such as extreme heat, moisture, dryness or rapid fluctuations in any of these conditions.
- **Reinstallation** – In the event Golvabia is obligated or elects to, replace or reinstall warranted planks, Golvabia shall in no manner be obligated to provide for or incur the costs of removing or reinstalling the defective flooring or to provide for the cost thereof. No obligation to replace or repair shall extend to any subfloor materials, adhesives, supplies or other items consumed in the course of removal, installation or refinishing.
- **Alterations/Repairs** - Our warranty does not cover alterations (including refinishing) made to the flooring.

Maxwood

LIMITED RESIDENTIAL WARRANTY REGISTRATION

NAME _____

STREET _____

CITY _____

STATE _____ ZIP _____

PHONE _____

PRODUCT NAME _____

SPECIES & STYLE _____

DATE OF PURCHASE _____

SQ FT PURCHASED _____

PURCHASE PRICE _____/Sq Ft

DATE OF INSTALLATION _____

WHERE FLOORING WAS INSTALLED

RETAILER'S NAME _____

STREET _____

CITY _____

STATE _____ ZIP _____

PHONE _____

Maintenance Procedures

Important:

- Read and follow all instructions on the label that is supplied in the floor packages before installation.
- We recommend the use of Bona maintenance products and procedures.

Preventive maintenance:

- Use an entrance mat both outside and inside the door to prevent dirt and grit damage your floor.
- Feet of furniture should be provided with felt pads. When moving heavy furnitures - lift them, don't slide.
- Place area rugs in high traffic areas too make long-term maintenance easier and less expensive.
- Avoid excess moisture from tracked-in water and leaks. Never wet mop using a string mop and bucket.
- Use floor guards under all rolling furniture

Daily maintenance:

- Use dry methods for the daily cleaning, vacuum clean, dry-mop etc.
- Spot clean heavy traffic areas with a Bona hardwood floor mop.
- Use a Bona Hardwood floor cleaner to remove marks and spills from the floor.

Periodical maintenance:

- When the floor is dull and shows signs of wear, use Bona Hardwood refresher to restore the floor. Period depends on the intensity of the traffic on the floor.

GOLVABIA AB
P.O. BOX 43, S-334 21
Anderstorp, Sweden
Tel: 46 371 588 200
Fax: 46 371 588 222

Our warranties apply only to the original consumer and to the flooring in its original installation and are not transferable. All warranties expire if the product installation is transferred or resold. The above constitutes the complete and only warranty provided by GOLVABIA AB in connection with Maxwood Flooring and does not apply to any other products other than Maxwood Products. This warranty is limited to light commercial use, like multifamily houses etc..

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, THAT MAY BE IMPOSED BY LAW, SHALL BE THE LIMITED WARRANTY PROVIDED HEREIN. NO RETAILER, INSTALLER, DEALER, AGENT OR EMPLOYEE HAS THE AUTHORITY TO INCREASE OR ALTER THE TERMS OR COVERAGE OF THIS WARRANTY.

UNDER NO CIRCUMSTANCES SHALL GOLVABIA AB BE LIABLE OR IN ANY MANNER RESPONSIBLE FOR ANY CLAIM, LOSS, OR DAMAGE ARISING FROM ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, REGARDLESS OF THEORY, INCLUDING, WITHOUT ANY LIMITATION, ANY LOSS OF TIME OR USE OR ANY INCONVENIENCE, OR ANY PUNITIVE OR EXEMPLARY DAMAGES.

This warranty is provided exclusively by GOLVABIA AB. No other parties can warrant either directly or indirectly the Maxwood Products.

HOW STATE LAW APPLIES

This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. Some states do not allow limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

EVIDENCE OF THE PURCHASE AND THE INDEMNITY OF THE ORIGINAL PURCHASER IS A CONDITION OF WARRANTY COVERAGE. THEREFORE, ALONG WITH THE INSTALLATION AND CARE INSTRUCTIONS, KEEP THE ORIGINAL RECEIPT FOR YOUR PURCHASE IN A SAFE PLACE.

golvia

maxWOOD

Limited Commercial Warranty

WHAT IS COVERED

Stringent quality control standards enable us to provide a comprehensive commercial warranty for our flooring products. This warranty covers our products for light commercial interior use on products purchased after January 1, 2014. This warranty is applicable to the original purchaser for the period of warranty as long as he or she owns the building in which it is installed. The Maxwood Products Limited Commercial Warranty provides the following benefits: