

**Stair Parts Unlimited Inc warrants, to the original purchaser only, that these hardwood treads and risers, in their manufactured condition, will be free from defects in material and workmanship including milling, assembly, dimension, and grading. Stair Parts Unlimited Inc additionally warrants that these hardwood treads and risers will not warp, cup, or buckle when properly installed and maintained according to Stair Parts Unlimited Inc installation procedures. This will be in effect as long as the original purchaser owns the property.**

#### **WARRANTY EXCLUSIONS:**

- **Indentations, scratches or surface damages caused by lack of proper maintenance, misuse, negligence or accidents**
- **Spiked heeled shoes, water, fire, wet mopping, erosion, pebbles, sand and other abrasives.**
- **Insects, pets, natural wood fiber surface discoloration.**
- **Poor workmanship by installer.**
- **Failure to follow all the manufacturer's written installation and/or maintenance instructions, misuse or improper alterations of original manufactured products.**
- **Attempt to repair, replace or refinish prior to an inspection by Stair Parts Unlimited Inc.**
- **Stair Parts Unlimited Inc offers no finish warranty. Although we use high quality polyurethane, the performance of said polyurethane is a direct reflection of maintenance and therefore, is not under our control.**
- **Color variations are a natural occurrence in hardwood due to age, species and exposure to UV light. The color variations are not covered under this warranty. Gloss reduction is considered surface wear, therefore, not covered by this warranty.**

**Hardwood, being a natural product, will continue to expand and contract during seasonal and temperature changes. Products, when properly installed, may experience minor separation. If minor separations do occur, they are not covered by this warranty.**

**Stair Parts Unlimited Inc uses wood tread covers that are solid hardwood and a finished product, the relative humidity in your home must be kept between 35% and 55%.**

**This warranty does not cover damage or unsatisfactory performance caused by excessive moisture including, but not limited to, improper humidity inside the home, excessive ground moisture that migrates into the home for any reason, water leaks caused by broken pipes or appliances, weather conditions or natural disasters such as flooding or excessive rainfall.**

**Installation is not a manufacturer's defect of Stair Parts Unlimited Inc and is not covered under this warranty. Any installation issues should be referred to the retailer where Stair Parts Unlimited products were purchased or with the installer who installed the Stair Parts Unlimited product.**

**Stair Parts Unlimited Inc retailers are independent retailers of Stair Parts Unlimited Inc products and no expressed or implied warranty is given by Stair Parts Unlimited Inc concerning the retailers who sell Stair Parts Unlimited Inc products.**

#### **WHAT YOU SHOULD DO IF YOU NEED WARRANTY SERVICE:**

- **Contact Stair Parts Unlimited Inc**
- **Provide a valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase**
- **Provide a description of the problem and/or a photograph/sample that clearly shows the warranty problem**

#### **WHAT STAIR PARTS UNLIMITED INC WILL DO SHOULD YOU NEED WARRANTY SERVICE:**

- **If Stair Parts Unlimited Inc deems a product to be defective, then Stair Parts Unlimited Inc will refund or replace, at our discretion, any tread or riser.**
- **If there is a dispute as to the validity of the claim, a National Wood Flooring Association ("NWFA") Certified Inspector must be permitted to inspect the product in question as the purchaser's expense. The NWFA Final Report will determine the action taken concerning the claim.**

#### **INSTALLER/OWNER RESPONSIBILITY**

**Hardwood is a product of nature and therefore, not perfect. Our wood products are manufactured in accordance with accepted industry standards, which permit grading deficiencies not to exceed 5%. These grading deficiencies may be of a manufacturing or natural type.**

- **The installer assumes all responsibility for final inspection as to grade, manufacture and factory finish. This inspection must be done before installation. Carefully examine hardwood products for color, finish, and quality before installing it. If material is not acceptable, do not install it and contact the seller immediately.**
- **Prior to installation of any hardwood product, the installer must determine that the job-site environment and the sub-surfaces involved meet or exceed all applicable standards. Recommendations of the construction and materials industries as well as local codes must be followed. These instructions recommend that the construction and the sub-floor be dry, stiff and flat. The manufacturer declines any responsibility for job failure resulting from or associated with sub-surface, sub-flooring or sub-site environment deficiencies.**
- **Prior to installation, the installer/owner has final inspection responsibility as to grade, manufacture and factory finish.**
- **Use of stain, filler or putty stick for touch-up during installation should be accepted as normal procedure.**
- **Should an individual piece be doubtful as to grade, manufacture or factory finish, the installer should not use the piece.**
- **Use of appropriate products for correcting sub-floor voids should be accepted as a normal industry practice**