

WARRANTY PROGRAM

Effective on Purchases Made On/After May 30, 2014

Johnson Premium Hardwood Flooring is pleased to offer the following warranty program on its prefinished flooring products as outlined below. The warranty programs apply only when the required installation methods and floor maintenance procedures are followed. Johnson's warranty program also assumes that proper relative humidity and temperature conditions are maintained within your home as set forth in the required manufacturer's installation guidelines and the **Normal Environmental Conditions** set forth below.

NORMAL ENVIRONMENTAL CONDITIONS

The **Johnson Premium Hardwood Flooring** warranty program is only extended to hardwood floors maintained in **Normal Environmental Conditions**. **Normal Environmental Conditions** are defined herein as and met when heating and ventilating systems are designed and working to maintain an interior relative humidity level (in the ambient air), between 35% and 50%, and a temperature between 60 and 80 degrees Fahrenheit year round. These **Normal Environmental Conditions** must be met to ensure optimal performance of the Johnson Hardwood products. Failure to comply with these **Normal Environmental Conditions** and the required manufacturer installation guidelines will void the applicable warranty.

RESIDENTIAL WARRANTY

Under Johnson's **Residential Warranty Program**, as detailed below, Johnson Premium Hardwood Flooring warrants that its products meet all established industrial quality standards specified for each product category. Residential warranty programs are non-transferable and extend **ONLY** to the original purchaser(s) of the Johnson Prefinished Hardwood Floor. This program is limited to residential applications only, and does **NOT** apply or extend to either commercial or industrial use.

Claims for surface wear must result from surface wear that is readily visible and cover at least one full square inch of the surface area. Gloss reduction is **NOT** considered surface wear.

ALL WOOD IS NATURAL and, therefore, there will be variances in color and wood grain. Wood flooring will naturally change in color after exposure to UV radiation and/or sunlight. These variations and color changes are **NOT** covered by the Limited Residential Finish Warranties, (e.g. Patagonian Mountain Rosewood, Brazilian Cherry, Tigerwood and some of the other exotic woods are photosensitive and will change color). **Use of floor care products other than those specially formulated for use on Johnson Prefinished Flooring may damage your floor and void the warranty (refer to the installation guidelines and Johnson website for more information).**

50 YEAR LIMITED RESIDENTIAL FINISH WARRANTY

• FOREVERTUFF™ COLLECTION

It is mandatory that the purchaser(s) install the floor pursuant to the manufacturer's installation guidelines.

Johnson Premium Hardwood Flooring warrants, to the original purchaser, that the surface finish will **NOT** wear through for **fifty (50) years** from the date of purchase, when used under normal residential traffic conditions, and as long as preventive and regular maintenance is performed that is consistent with the NWFPA (National Wood Flooring Association).

This finish warranty **excludes** any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, water, wet mopping, erosion, pebbles, sand, other abrasives, surface checks/splits, and/or failure to protect the flooring material during move-in and/or other construction activities in the immediate/adjacent area

35 YEAR LIMITED RESIDENTIAL FINISH WARRANTY

- ENGLISH PUB SERIES
- EURO SERIES
- FRONTIER SERIES
- LEXINGTON SERIES
- PACIFIC COAST SERIES
- RENAISSANCE SERIES
- RIO SERIES
- SAMOAN MAHOGANY SERIES
- TEXAS SERIES
- TUSCAN SERIES
- VICTORIAN SERIES

It is mandatory that the purchaser(s) install the floor pursuant to the manufacturer's installation guidelines.

Johnson Premium Hardwood Flooring warrants, to the original purchaser, that the surface finish will **NOT** wear through for **thirty-five (35) years** from the date of purchase, when used under normal residential traffic conditions, and as long as preventive and regular maintenance as prescribed. Guidelines can be found under the "Wood floor maintenance" section at www.woodfloors.org.

This finish warranty **excludes** any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, water, wet mopping, erosion, pebbles, sand, other abrasives, surface checks/splits and/or failure to protect the flooring material during move-in and/or other construction activities in the immediate/adjacent area.