



## Artisan Floors Solid Prefinished Passport II Hardwood Flooring

Artisan™ (CFS Corporation) warrants to the original purchaser of its Solid Hardwood Flooring in North America the following warranties:



### 25 Year Finish and Wear Warranty

Manufacturer warrants to the original purchaser that its finish layer will not wear through, peel off or delaminate for a period of twenty-five (25) years from the date of purchase under normal residential use.

### Full Lifetime Structural Integrity Warranty

Manufacturer warrants its products in their original manufactured condition to be free from manufacturing and workmanship defects including milling, and grading (within the industry standard tolerance of 5%).

These warranties, which begin from the date of purchase, apply only to products used in indoor, dry, residential applications and are valid only in North America. These warranties apply only to the original purchaser and the original residential location where the product is installed and are not transferable.

Hardwood Flooring, being a natural product, will continue to expand and contract during seasonal and temperate changes. Product when properly installed may experience slight separation (up to 1/32") between boards. If minor separation or seasonal cracks occur, they are not covered by this warranty.

Product thought to be defective by the person doing the installation should be returned to your dealer for inspection and possible replacement PRIOR TO INSTALLATION. Installation implies acceptance. No warranty will be offered for appearance-related claims such as grade or color once the products have been installed.

Artisan™ (CFS Corporation) is not responsible for Hydrostatic, Hygrostatic, or Thermal Dynamics resulting from an improper concrete slab installation.

**If The Solid Flooring Should Fail To Meet The Terms Of The Warranty, Manufacturer - At Its Discretion - Will Either:**

- Supply replacement product or parts to repair or replace the defective product.
- Refund the full purchase price of the defective product

**THIS WARRANTY IS EXCLUSIVE.** It covers the repair or replacement of defective materials only and does not cover labor costs. Installation of the replacement products will be at the original purchaser's expense.

**THE ABOVE DESCRIBED REMEDY IS THE ORIGINAL PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR CLAIM UNDER THIS LIMITED WARRANTY.**

**Conditions:**

The manufacturer will honor claims under this warranty only if all of the following conditions are satisfied:

- At all times between purchase and installation the flooring must be properly stored according to installation instructions.
- Interior Residential Construction Only.
- The flooring must be installed according to the recommended installation instructions and material and relative humidity in the area of use must be within a normal range of 30% - 50%.
- This limited warranty applies only where the affected area of the flooring is visible and covers an area greater than 10% of the room.
- A description of the problem and/or a photograph/sample that clearly shows the warranty problem must be presented to Artisan™ Floors (CFS Corporation).
- The covered person must provide valid proof of purchase in the form of a sales receipt or invoice. This must show the date of purchase, original purchase price, and that he/she is the original purchaser.
- Artisan™ Floors (CFS Corporation) must receive written notice within 30 days after discovery of any claimed defect of failure covered under this warranty within the time period applicable to the limited warranty.
- Artisan™ Floors (CFS Corporation) reserves the right to have an Artisan™ Floors (CFS Corporation) designated representative or firm inspect and take samples of the hardwood floor for analysis.
- Artisan™ Floors (CFS Corporation) must be given 60 days following notice to inspect the product to confirm any failure.
- Inspections of the hardwood floors must be performed in accordance with industry standards from a standing position with normal lighting and no glare.
- Written notice and all photographs, samples, and other documentation should be sent to:  
Artisan Floors (CFS Corporation)  
ATTN: Warranty Department  
PO Box 2727  
Suwanee, GA 30024

**Warranty Exclusions**

The patterns and color variations created in a living tree are like all of nature - never repeated. Naturally occurring wood characteristics such as mineral streaks, knots, variations in grain and color, are not considered defects. Your newly installed floor will vary from samples or pictures shown — this variation is not covered by our warranty. Also, species, age, character and exposure to sunlight may keep new or replacement flooring from matching existing flooring or samples. Product thought to be defective by the person doing the installation should be returned to your dealer for inspection and possible replacement **PRIOR TO INSTALLATION.** Installation implies acceptance. No warranty will be offered for appearance-

related claims such as grade or color once the products have been installed. Because hardwood flooring is a natural product, it will expand and contract due to seasonal moisture level changes. The relative humidity in the home must be kept between 35% to 55% to properly maintain the floor. Artisan™ Floors (CFS Corporation) is not responsible for Hydrostatic, Hygrostatic, or Thermal Dynamics resulting from an improper concrete slab installation. All wood flooring will undergo natural color changes due to the effects of sunlight and/or Ultraviolet light and these changes are not covered by our warranty. Area rugs and other furnishings should be moved occasionally as they block sunlight and may give the appearance of discoloration under the rug. This is not a product defect.

Artisan™ Floors (CFS Corporation) warranties exclude indentations, scratches, or damages caused by misuse, negligence, accidents, fire, erosion, insects, pets, shoes, pebbles, sand, other abrasives, failure to follow all manufacturer's specific written installation instructions, lack of proper maintenance, insufficient protection of furniture, and misuse or improper alterations of the original manufactured product. Damage due to water and/or moisture, including, but not limited to, damage resulting from broken or leaking pipes, wet mopping, weather conditions or natural disasters, is excluded from Artisan™ Floors (CFS Corporation) warranties.

Gloss reduction is not considered surface wear therefore it is not covered under this warranty. No warranties apply to cabin, off-grade, or any other products not included in the products specifically outlined in the warranty. Altering the surface of the flooring by sanding or screening voids this warranty and any claims.

This writing is the complete and exclusive statement of the warranty, and is in lieu of all other expressed and/or statutory warranties. Artisan™ Floors (CFS Corporation) assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion of limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may have other rights as they vary from state to state.

### **Claims Information**

In the unlikely event that any portion of your Artisan™ Floors (CFS Corporation) floor should fail with respect to the provisions of the warranties, Artisan™ Floors (CFS Corporation), at its discretion, to the original purchaser, will provide the appropriate amount of affected square footage of the same product, if available or one of equal value. At the customer's request, a refund for the amount of the defective product in lieu of an exchange is an option. Labor expenses are not covered by this warranty.

To file a claim, contact by letter:

Artisan™ Floors (CFS Corporation)  
ATTN: Warranty Department  
PO Box 2727  
Suwanee, GA 30024

Claims must be filed within the warranty coverage period with information verifying date of purchase, such as the sales receipt for the flooring. Artisan™ Floors (CFS Corporation) reserves the right to have it or its representative inspect the floor and remove samples for technical analysis.

### **Warranty Disclaimers**

The foregoing is in lieu of all other express or implied warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.

The manufacturer does not grant to any person or entity the authority to create for it any obligation or liability in connection with the solid flooring.

Manufacturer shall not be liable for loss of use or any other incidental, special, consequential costs, expenses, or other similar damages incurred by the original purchaser.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the purchaser. This warranty gives you specific rights, and you may also have other rights, which may vary from state to state.

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