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Hardwood Flooring Warranty

Commitment to the Customer

We feel that no other hardwood flooring in the industry is manufactured to higher quality standards than a Heritage WoodCraft hardwood floor. The warranties described below are given to the original purchaser and are SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS, AND EXCLUSIONS SET FORTH HEREIN. The warranties cover only approved product applications as recommended by Heritage WoodCraft Hardwood Flooring and are effective on hardwood flooring purchased after July 1, 2004.

Lifetime Structural Integrity Warranty

Heritage WoodCraft warrants, to the original purchaser, that its products, in their original manufactured condition, will be free from manufacturing defects in milling, dimension, and grade for the lifetime of the floor. Structural integrity does not cover the normal expansion and contraction that solid wood floors may experience between boards at different times during the year. If minor separations do occur, they are not covered by this warranty. Cupping or crowning due to excessive moisture or humidity is not covered by this warranty.



25-Year Finish Wear Layer Warranty:
Natural, Exotic and Color Collection Flooring

Heritage WoodCraft warrants, to the original purchaser, that its surface wear layer will not wear through or separate from the wood for 25 years, from the original date of purchase, on all prefinished products when used in normal residential traffic conditions.

Heritage WoodCraft 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. Heritage WoodCraft™ (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.

Heritage WoodCraft™ (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 Heritage WoodCraft™ (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. Vintage Couture is a hand-scraped engineered floor. Do not sand the surface of Vintage Couture. 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. Heritage WoodCraft™ (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 Heritage WoodCraft™ (CFS Corporation) floor should fail with respect to the provisions of the warranties, Heritage WoodCraft™ (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:
Heritage Woodcraft (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. Heritage WoodCraft™ (CFS Corporation) reserves the right to have it or its representative inspect the floor and remove samples for technical analysis.
