

nikzad

538 N. La Cienega Blvd., Los Angeles, CA 90048 | www.nikzadhardwood.com | 310-657-6662

Warranty

These warranties are given to the original purchaser only. They are subject to the exclusions, procedures, limitations and exclusions set forth herein. Only approved product applications as recommended by Nikzad are covered by these warranties. This warranty is not applicable for construction over subfloor heatings.

Finish warranty

Nikzad warrants to the original purchaser that the finish of Nikzad flooring, from the date of purchase, when used under recommended residential conditions and maintained as recommended by Nikzad, will not wear through or separate from the wood for the period of twenty-five years. For commercial conditions, when used under recommended conditions and maintained as recommended by Nikzad, Nikzad warrants to the original purchaser that the finish of Nikzad flooring, from the date of purchase, will not wear through or separate from the wood for the period of one year. Finish warranties exclude any scratches, indentations or damage due to improper maintenance, misuse, insects, erosion, negligence, spiked heel shoes, pets, water, moisture, pebbles, sand, other abrasives or poor protection on furniture, wet mopping or failure to follow all of the manufacturer's written maintenance instructions. Floor care products other than those recommended by Nikzad may damage your floor and may void the warranty.

Structural warranty

Nikzad warrants to the original purchaser, that the floorboards will remain free from manufacturing defects in assembly, dimension, grading, lamination and milling for as long as the original purchaser owns the home. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may therefore experience some separation between boards at different times during the year. If separations do occur, they are not covered by this warranty.

Wood wear layer warranty

Nikzad gives a twenty-five year wood wear layer warranty on its flooring products for commercial and residential use. Nikzad warrants to the original purchaser that the impregnated wood wear layer will not wear through for the lesser of twenty-five full years or as long as the original purchaser owns the home or commercial floor.

Pre-installation warranty

The person installing the floor should carefully inspect the material before installation. Any uncut pieces that appear to have defects should be returned to the original place of purchase and those pieces that do not meet our standards will be replaced free of charge. Since this is a natural wood product, there will be variation

in color, tone and grain. Such variations are not covered by this warranty. Further, this warranty provision is void upon installation of the flooring.

Nikzad Warranty Protection Explained

If any portion of the original purchaser's floor should prove to be defective within the warranty period, Nikzad, at its sole option, will repair, refinish or replace said portion at no cost to the original purchaser with the same or equivalent product. If Nikzad is unable to replace or repair any defective wood flooring, Nikzad will refund (if requested) the purchase price for the portion of the floor that failed. To file a claim, first contact the retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact Nikzad Attn: Mr. David Nikzad. Claims must be filed within the warranty coverage period and documentation verifying purchaser and date of purchase will be required. Nikzad reserves the right to have a designated Nikzad representative inspect the floor(s) and to have samples removed for technical analysis. Nikzad warranties are personal to the original purchaser and are non-transferable.

No installer, retailer or distributor, or employee of Nikzad has the authority to alter the obligations or limitations of any Nikzad warranty.

Disclaimers and exclusions

Color variations in wood flooring are a natural occurrence due to species, age or character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring. Gloss reduction is not considered surface wear. Nikzad is not responsible for color variation of product or samples for the consumer matching flooring to other wood products such as furniture, stair railings and moldings. Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots are not considered defects. Normal exposure to sunlight will bring about changes in shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.

Installations and preventive measures must be performed in accordance with all Nikzad installation instructions. These are part of this warranty but not exclusive to this warranty. It is the responsibility of the installer and/or the owner to inspect boards prior to installation. Nikzad accepts no responsibility for costs of product or labor when boards with visible defects have been installed. Before installation begins, all subfloors must be inspected for moisture problems to insure that they are dry. Written documentation of this inspection must be obtained. Subfloors with known moisture problems are not covered by this warranty.

Damage due to water and/or moisture, including, but not limited to broken or leaking pipes, wet mopping, weather or natural disasters, is excluded from Nikzad warranties. Nikzad warranties do not cover indentations, scratches, stains or damage caused by negligence, fire, water, moisture, excessive heat, excessive dryness, erosion, pebbles, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, color variations, naturally occurring wood characteristics. Failure to follow all the manufacturer's written installation and/or maintenance instructions, improper maintenance, wet mopping, insufficient protection, misuse or improper alterations of the original manufactured product.

Nikzad warranties do not cover natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.

No warranties apply to any products designated as seconds, rustic, off-goods, custom or non-standard items. Any product(s) so designated are sold "as is." This writing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all other express and/or statutory warranties by the manufacturer, to the extent provided by the law. Nikzad assumes no liability for incidental or consequential damages.

Prevention

In order to protect your floor:

Keep the indoor relative humidity between 40% and 60%. If this preventive measure is not kept, the floor can crack, split, discolor, crook, bow and delaminate.

Use felt leg protector pads under all furniture.

Clean your floor using a damp cloth; wipe up spills immediately.

Use a dolly, rolled over plywood when moving heavy objects.

High traffic areas should have (slip resistant) runners and area rugs.

Dirt, grit and sand act as abrasives, use (slip resistant) door mats, to keep them off the floor.

Protect your floor from direct sunlight; Replace narrow, hard furniture rollers with wide rubber ones.

Don't allow water to stand on your floor.

Don't walk on the floor with any hard and/or sharp object protruding from the sole.

Don't use the following products on your floor: alkaline products (soaps, ammonia), abrasive cleaners, bleach.

Don't let furniture stand on your floor on small hard legs.

Keep pets nails trimmed. Nikzad provides no warranty against damage from animals nails.

Care & Maintenance

As described in Nikzad flooring maintenance instructions.