

# JAMIE BECKWITH<sup>®</sup>

## COLLECTION

### ENIGMA<sup>®</sup> LINE WARRANTY

All Warranties in this limited residential warranty are given only to the original retail purchaser of our product. Our warranties are not transferable. You must retain the original sales receipt. All material is guaranteed to be as specified. All work will be completed in a manner accepted in standard practices. All Jamie Beckwith Collection<sup>®</sup> products are manufactured to the highest quality standards and warrant Enigma<sup>®</sup> Hardwood Surfacing Line to be free from manufacturing defects in milling and assembly. Jamie Beckwith Collection<sup>®</sup> will (at our discretion) repair and/or replace any Enigma<sup>®</sup> products that have experienced release from the subfloor due to glue bond failure ONE TIME ONLY (see exclusions and limitations below). Repair or replacement is limited to the Enigma<sup>®</sup> Hardwood Surfacing Line and Etched Hardwood Surfacing Line products only. If the Enigma<sup>®</sup> product is installed using a non-recommended adhesive, release from the subfloor due to glue bond failure, it is no longer covered by warranty. All other warranties still apply. We reserve the right to verify any claims or defect by inspection and have samples removed for analysis.

#### WARRANTY EXCLUSIONS AND LIMITATIONS

None of our retailers, distributors, sales representatives or employees have the authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.

It is the responsibility of the installer to handle all issues pertaining to installation. IT IS THE RESPONSIBILITY OF THE INSTALLER AND/OR SUBCONTRACTOR TO INSPECT THE PRODUCTS PRIOR TO INSTALLATION. If before installation, you discover any product that has obvious defects, please contact us immediately to arrange for repairs or replacement products. We accept no responsibility for cost of products of labor when products with visible defects have been installed nonetheless.

Hardwood is a natural product and will expand and contract during the heating and non-heating seasons, potentially causing changes in the joinery of the products. These changes in the joinery are not considered defects. To minimize these changes as much as possible it is vital that reasonable humidity conditions of 35%-60% are maintained consistently. It is also important to allow time for proper acclimation of the product to the climate conditions. No warranty coverage is provided for product that experiences glue bond failure, cupping, buckling, gapping or cracking due to inadequate, excessive or widely fluctuating humidity levels.

Natural wood characteristics such as mineral streaks, small knots, grain and color variations, sap

# JAMIE BECKWITH<sup>®</sup>

## COLLECTION

pockets, flecking or other variations can occur. We cannot warrant against natural variations, these are normal characteristics and not construed as defects.

Color variations in wood are a natural occurrence due to the species and age of the wood, in addition to its exposure to UV lighting. Such variations contribute to the natural beauty and character of wood. The warranty does not cover changes to any products which result from UV light and/or the natural aging process of the wood.

Damage caused by natural or man-made disasters including, but not limited to, leaking or broken plumbing, standing water, fire, excessive rainfall, hurricanes, tornadoes, flooding or other disasters is not covered by the terms of this warranty. Damage by negligence, accidents, misuse or abuse or damage caused by appliances, furniture and casters is not covered under the warranty.

No warranties are made against crazing, scratching, or wear due to improper installation including improper alteration of the surface with sealers or grout, falling objects, abuse, misuse, exposure to extreme temperature, using improper chemicals or compounds, non-foot traffic wear or other similar incidents. Reduction in gloss, scratches or indentations due to sand, pebbles or other abrasives, pets, insects, construction traffic is not covered under the warranty.

In-floor radiant heating systems can significantly alter product performance. Installation is allowed over radiant-heated subfloors provided the subfloor is structurally sound and the heat is regulated not to exceed 80F.

Enigma<sup>®</sup> Hardwood Surfacing Line installed in full bathrooms with a tub and/or shower is not covered under the warranty.

Manufacturer is not responsible for the color, shade, or texture variations between sample, printed color photography, advertisements, or replacement pieces and the actual material.

Noises (squeaks) associated with anything other than the mis-manufacture of the Enigma<sup>®</sup> Hardwood Surfacing Line is not covered under the warranty. In addition, deficiencies related to subfloor/joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection, voids in the subfloor, or excessive moisture in the subfloor are also not covered under the warranty.