



# Oasis Wood Flooring, Inc.

345 S. 6<sup>th</sup> Ave. City of Industry, CA 91746

Tel: (626) 336-8200 Fax: (626) 336-8344

## Residential Hardwood Warranties

### Limited Warranties for Engineered and Laminates Floors:

#### Manufacture Defects

Oasis warrants to the original buyer of the goods to be free from manufacturing defects. Oasis Engineered wood are warrant under residential conditions and proper maintenance for up to 25 years warranty on finish and lifetime warranty on structure. Oasis Laminate series is warrant under residential conditions and proper maintenance for up to 10 years. For Maintenance guide please visit NWFA website at <http://woodfloors.org/maintenance.aspx>. Floors are manufactured with accepted industry standard that permit a defect tolerance not exceeding 5%. Engineered wood has natural characteristic such as mineral streaks, knots, and grain variation. The owner or installer should reasonably select, hold out, or saw off naturally occurring glaring defects before installation. All flooring might varies with the samples or images from the website.

#### Prior to Installation

Please examine all of this flooring before installing this material. Carefully examine this merchandise for color, finish, quality, and style before installing material. If this material is not acceptable. Contact seller whom you purchased the material from immediately. Manufacture will not held any responsibility for the above after this material has been installed.

#### Finish Warranty

Oasis warrants the buyer that the wood floors finish will not wear completely cause by normal use. Reduced gloss is not considered wear completely of the finish. If the flooring finish wear through, Oasis will have it option to refinished or replace the affected pieces.

### Exclusive Warranties for Engineered Wood Floors:

#### Structure Warranty

Oasis warrants the buyer of engineered wood; under normal use the layers will not separate. Should any warping, cupping, buckling, or bonding failure, Oasis will have it option to repair, replace, or refund the affected pieces.

Any of the following shall be void or excluded from the warranties:



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## **Moisture Warranty**

Oasis warrants the buyer of engineered wood flooring products if humidity range is keep between 35% to 50% humidity year round. Damage due to flooding, broken pipe, leaky faucet, toilet, dishwasher, wet mops, or condition which is too dry is not covered by this warranty.

## **Visible Defects**

Board with visible damage such as damage on the apparent must not be installed.

## **Improper Installation**

Floors must be installed in accordance with NWFA installation guide. Oasis warranties do not cover damages, defects, issues caused by improper installation.

## **Uneven Floor**

Pre-installation inspection process includes checking if the sub-floors are even. Do not install the flooring if the subfloor is uneven. Oasis does not cover damages or defects caused by uneven subfloors.

## **Improper Maintenance or Inadequate care**

Oasis floor requires maintenance. Oasis floor must be maintained in accordance with Oasis written maintenance instruction. The limited warranties do not cover damage or defects caused by improper maintenance.

## **Refinishing**

Oasis floor may be refinished, but by doing so will void the limited warranty.

## **Accidents, Abuse or Abnormal Wear**

Oasis limited warranties do not cover damage or defects caused by abuses, accidents, or abnormal wear which scratch, stain, or dent the flooring are not covered. Heavy foot traffic concentrated on the stairs, damaged by pet claw, or other abrasive by the use mats. Oasis also does not cover damage or defects caused by high heels or shoes with cleats.

## **Problem with Moisture or Dryness**



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Oasis limited warranties do not cover damaged or defects cause by excessive moisture caused by excessive moisture, or by environment where is too dry. Flooding, act of God, or leaking pipes or appliances are not covered by this warranty.

## **Excessive lighting**

Oasis limited warranties do not cover floor color changed due to excessive exposure to sunlight or intense lighting. In addition, wood sample color may not match the color of existing floor.

## **Difference from Samples**

Oasis limited warranties do not cover the differences that can be seen between sample and installed floors. Please checked and approved prior to installation.

## **Radiant Heating**

Radiant heating system installed with Oasis engineered wood is not covered in Oasis limited warranties.

## **Your Obligation to Oasis**

As a buyer of Oasis, you agree to follow all installation, care and maintenance directions as related to Oasis Wood Flooring. You also agree to allow Oasis an opportunity to repair any defects. Moreover, Oasis must be given an opportunity to inspect the floor prior to any removal or repair that will be submitted for warranty coverage. The proof of purchase must be submitted with a warranty claim form.

Warranty Version 11 September, 2019