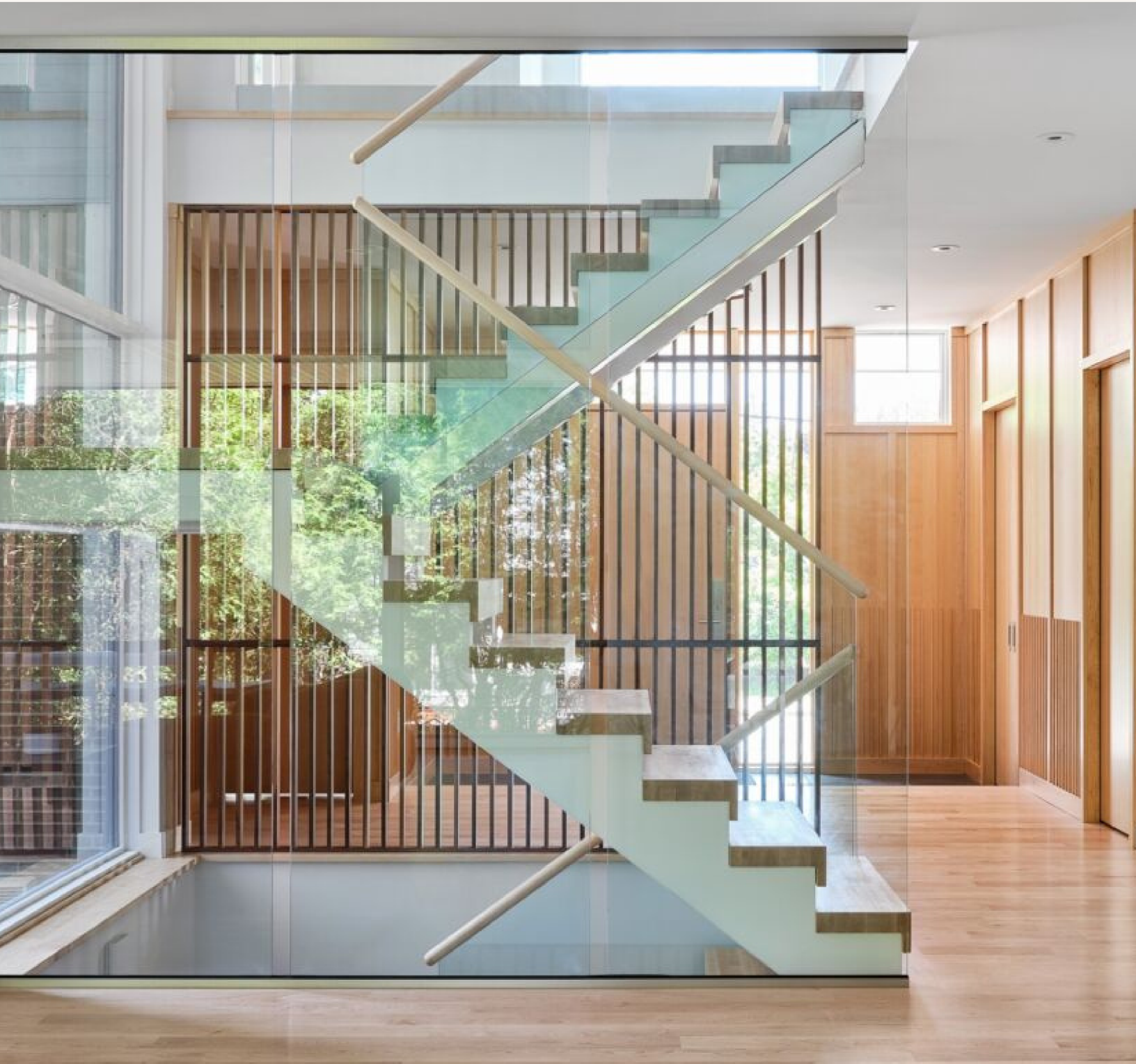




LIMITED WARRANTY

UV OIL FINISHED FLOORS



MOISTURE & HUMIDITY

BEFORE INSTALLATION, PLEASE TAKE NOTE OF THE FOLLOWING

The installation area must maintain a consistent temperature and humidity level that is similar to normal year-round living conditions for a period of 3 days. The recommended temperature range is between 15°C (60°F) to 24°C (75°F) and the humidity should be kept between 35% to 55% RH throughout the acclimatization process, installation, and thereafter.

It is important to note that if the humidity levels fall below the recommended range, the wood flooring may experience movement, resulting in gaps between pieces, cupping, or checking/splitting in the face.

Additionally, please note that certain flooring formats may be more susceptible to edge/end shrinking and face checking/splitting if the relative humidity falls below the recommended minimums on-site. If installed over a wet subfloor, tip raising and subsequent end shrinking may also occur.

Please be advised that Logs End will not be held responsible for any site conditions.



WHAT IS COVERED BY THE LOGS END WARRANTY

LIMITED STRUCTURAL WARRANTY

Logs End warrants its Engineered UV Oil Finished Floors to be free from manufacturing defects, improper grading, and delamination for as long as you own the flooring, provided it's in its original manufactured condition. Exceptions to this warranty are noted below.

25-YEAR RESIDENTIAL SURFACE FINISH WARRANTY

Logs End warrants that the surface finish of residential Flooring will not crack, flake, peel, or blister, and will not wear through or separate from the flooring for 25 years from the purchase date under normal residential traffic conditions, as long as you follow all care and maintenance instructions provided by Logs End. This warranty will be void if the care and maintenance instructions are not followed. The wear-through warranty requires 100% finish removal over a minimum of 10% of the total installation.

3-YEAR COMMERCIAL SURFACE FINISH LIMITED WARRANTY

Logs End warrants that the surface finish of commercial flooring will not crack, flake, peel, or blister, and will not wear through or separate from the flooring for 3 years from the purchase date under normal commercial traffic conditions, as long as you follow all care and maintenance instructions provided by Logs End. This warranty will be void if the care and maintenance instructions are not followed. The wear-through warranty requires 100% finish removal over a minimum of 10% of the total installation.

ORIGINAL PURCHASER ONLY

All flooring warranties, including implied warranties, are only applicable to the original retail purchaser of the flooring and are not transferable. If you sell or transfer the flooring or the property to which it is attached, all warranty coverage will be terminated.

LIMIT ON IMPLIED WARRANTIES TO THE GREATEST EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTY ON FLOORING, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. SOME PROVINCES OR TERRITORIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

WHAT THIS WARRANTY DOES NOT COVER

To be covered under this limited warranty, the Logs End flooring must be properly installed by a licensed flooring contractor in accordance with all installation instructions provided by Logs End. Please note that floating installations are not covered by this warranty. This warranty does not apply to damage resulting from improper installation of the flooring.

Additionally, this limited warranty only applies to Flooring that has been purchased from Logs End or an authorized dealer. No additional warranties, express or implied, are offered by Logs End beyond what is stated in this warranty. Neither a dealer nor anyone else has the authority to modify the terms of this warranty. Any statements or promises made by your representative, dealer, or installer are not binding on Logs End.

The following conditions are not covered under this limited warranty:

- Minor separations between boards due to normal expansion and contraction that wood floors undergo as a result of weather conditions or other external factors (such as extreme heat, dryness, or moisture).
- Cupping, delaminating, and/or crowning caused by excessive or insufficient moisture or humidity.
- Damage resulting from failure to properly maintain the flooring or to follow Logs End care and maintenance instructions.
- Damage caused by improper or incorrect use or application of any product on the Flooring.
- Naturally occurring elements of wood flooring, such as open knot holes, pits, wormholes, or other characteristics resulting from true craftsmanship or hand-scraping of the Flooring.
- Damages caused by or related to improper transportation, storage, or installation of the Flooring.
- Defects in Flooring that has been installed, unless the square footage of such defective flooring exceeds five percent (5%) of the total square footage of your purchased Flooring. You must notify Logs End of any such defects before installing the flooring. Failure to do so may result in Logs End not being held liable for any costs or expenses incurred as a result of the purchase or installation of any defective or unsatisfactory Flooring.
- Variances in colour or grain found in samples or photographs supplied by Logs End, or between samples and the actual Flooring received by you.
- Any change to the Flooring caused by exposure to light and oxygen, including colour change or the development of a unique patina over time.

WHAT THIS WARRANTY DOES NOT COVER

- Indentations, scratches, or other damage caused by negligence, intentional acts, pets, spiked heeled shoes, water, sand, abuse, or other misuse of the Flooring.
- Damages resulting from failure to provide proper environmental conditions, including maintaining proper humidity levels.
- Surface checking or splitting resulting from high or low relative humidity and/or mildew, discolouration, or cupping resulting from subfloor moisture.
- Damage resulting from failure to follow Logs End's installation and maintenance instructions, including failure to use approved adhesives, moisture barriers, and Logs End Flooring maintenance product instructions. We recommend using only Logs End-approved maintenance products to clean and maintain your flooring, such as Osmo Wash & Care, Osmo Liquid Wax Cleaner, and Osmo Hardwax Oil. The use of cleaning or maintenance products other than those specifically formulated for the Flooring, or improper use or application of any cleaning or maintenance product, may cause damage to the Flooring surface and may void all warranty.
- Damage resulting from the use of adhesive tape of any kind on any oil-finished floor for any period of time. Failure to comply may result in the removal of the finish.
- Special, incidental, or consequential damages of any kind are not covered by this warranty. Some provinces and territories do not allow the exclusion or limitation of special, incidental, or consequential damages, so the above limitation may not apply to you.

HOW TO GET SERVICE

First, contact Logs End by telephone at 613-831-9333, by mail at 66 Iber Road, Stittsville, Ontario K2S 1E8 or by email at info@logsend.com. Where possible, any claims made under this warranty will be resolved within 30 days. However, due to the nature of certain claims and/or forces outside Logs End's control, certain claims may take longer to resolve. If your complaint has not been resolved within 30 days of your claim, please contact Logs End directly for further assistance.

WHAT WILL LOGS END DO?

If you notify Logs End of a defect covered by this warranty during the warranty period, Logs End will, at its sole discretion, either repair and/or replace the defective flooring or credit you for the portion of the purchase price applicable to the defective flooring. Replacement flooring may not match the original flooring in terms of colour, tone, pattern, or other natural characteristics of wood.

You are responsible for all shipping and handling costs associated with the replacement flooring, as well as any other costs related to the defective flooring, including but not limited to labour costs for removal and installation, additional materials required for installation, and the removal of household fixtures or furniture necessary for repair or replacement. In addition, if any hotel stays are required due to repair or replacement, you are responsible for those costs as well.

These remedies are your sole and exclusive solution under this warranty. Logs End reserves the right to inspect the Flooring and all related installation materials before any repair, replacement, or credit is provided.

RADIANT HEAT SYSTEMS

Logs End Engineered Wood Flooring is designed to be used with Radiant Heat Systems and is covered by our warranty when properly installed. To ensure the longevity of the flooring, the surface temperature must not exceed 85 degrees Fahrenheit. Sudden or extreme changes in temperature may damage the flooring, so we recommend gradually heating the flooring in 2°C (4°F) increments every 24 hours. For accurate temperature control, we advise installing a dedicated thermostat. Please note that in order for warranty coverage to apply, the flooring must be authorized for use with a radiant heating system and installed according to Logs End's Installation Over Radiant Heat Guidelines For Engineered Wood Flooring. This includes placing approved under-floor heat sensors.

YOUR RIGHTS UNDER PROVINCIAL LAW

This warranty gives you specific legal rights, and you may also have other rights, which vary from province to province.

GOVERNING LAW, FORUM AND VENUE

This warranty shall be interpreted in accordance with the laws of the Province of Ontario, without regard to any choice of law provisions which might otherwise apply in Ontario or elsewhere. Logs End and customer agree that the Ontario Court of Justice shall have exclusive jurisdiction to adjudicate any claim or controversy arising out of or relating to this warranty or Logs End Flooring.

You acknowledge and agree that all actions or proceedings arising in connection with this warranty shall be tried and litigated exclusively in the Province of Ontario. If any provision of this warranty is found to be unenforceable, the remaining provisions will remain in full force and effect.

Read the Logs End Flooring Installation Guide thoroughly before installation. For best results, we recommend using a National Wood Flooring Association-certified professional installer.

DUE TO THE NATURAL MATERIALS AND UNIQUE FINISHING PROCESSES, LOGS END WOOD PRODUCTS MAY EXPERIENCE TONAL AND COLOUR VARIATION BETWEEN PLANKS DEPENDING ON TIME IN OR OUT OF THE PACKAGING AND CONDITIONS SUCH AS WEATHER, TEMPERATURE, LOCATION, MOISTURE LEVELS OR PROPER MAINTENANCE AND INSTALLATION. TO AVOID DRAMATIC VARIATION MAINLY CAUSED BY AGEING, IT IS RECOMMENDED INSTALLATION BE COMPLETED FROM THE SAME LOT.

