



URBBA - WATERPROOF WOOD (WPW) PIER PLANK FLOORING WARRANTY

THIS LIMITED WARRANTY IS PROVIDED BY URBBA FLOORING AND BEGINS WHEN THE FLOORING IS PURCHASED. THE FLOORING MUST BE INSTALLED IN ACCORDANCE WITH THE INSTALLATION GUIDELINES AND SPECIFICATIONS. THE FLOORING MUST BE MAINTAINED IN ACCORDANCE WITH THE FLOOR CARE AND MAINTENANCE RECOMMENDATIONS AND SUCH MAINTENANCE CONTINUES THROUGHOUT THE DURATION OF THE ORIGINAL INSTALLATION.

THE LIMITED WARRANTY IS FURTHER LIMITED TO ORIGINAL PURCHASER OF THE FLOORING. WARRANTY RELATED CLAIMS APPLY TO THE ORIGINAL INVOICE, OR AUTHORIZED DEALER INVOICE.

INSTALLATION GUIDELINES AND SPECIFICATIONS ALONG WITH FLOOR CARE RECOMMENDATIONS CAN BE OBTAINED FROM YOUR DEALER. FOR ADDITIONAL CONTACT INFORMATION, PLEASE SEE THE BOTTOM OF THIS PAGE.

LIMITED WARRANTIES

TERMS OF 5 YEAR LIMITED WARRANTIES:

- **WITHIN ONE YEAR:** CLAIMS ON DEFECTS OF THIS PRODUCT AS COVERED BY THIS WARRANTY THAT ARE REPORTED IN WRITING WITHIN ONE YEAR OF PURCHASE, URBBA FLOORING WILL ARRANGE A CREDIT BASED ON THE ORIGINAL PURCHASE OF THE PRODUCT OR REPLACE THE PRODUCT. REASONABLE LABOR COSTS ARE INCLUDED.
- **BETWEEN YEAR ONE - FIVE:** CLAIMS ON DEFECTS OF THIS PRODUCT, AS COVERED BY THIS WARRANTY, THAT ARE REPORTED IN WRITING AFTER ONE YEAR BUT WITHIN FIVE YEARS OF PURCHASE, URBBA FLOORING WILL ARRANGE A CREDIT BASED ON THE ORIGINAL PURCHASE OF THE PRODUCT OR REPLACE THE PRODUCT. URBBA FLOORING WILL PAY 50% OF REASONABLE LABOR COSTS.

WHO IS COVERED UNDER THESE LIMITED WARRANTIES?

THESE LIMITED WARRANTIES APPLY TO YOU ONLY IF YOU: (1) ARE THE ORIGINAL PURCHASER OF ANY URBBA FLOORING HARDWOOD FLOOR;

(2) HAVE PAID IN FULL FOR YOUR HARDWOOD FLOOR. THESE WARRANTIES **ARE NOT** TRANSFERABLE OR ASSIGNABLE. IF PROFESSIONALLY INSTALLED, URBBA FLOORING WILL PAY THE REASONABLE LABOR COSTS TO PERFORM THE REPLACEMENT OR REPAIR DURING THE FIRST YEAR FROM THE DATE OF THE ORIGINAL PURCHASE. IN THE EVENT THAT THE STYLE INSTALLED IS NO LONGER AVAILABLE, URBBA FLOORING WILL AUTHORIZE THE FLOORING CONTRACTOR TO REPLACE THE AFFECTED FLOOR WITH ANOTHER STYLE OF EQUAL VALUE. THE ABOVE DESCRIBED REMEDY IS THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR CLAIM UNDER THIS LIMITED WARRANTY.

5 YEAR LIMITED STRUCTURAL WARRANTY

URBBA FLOORING WARRANTS ALL FIRST QUALITY ENGINEERED HARDWOOD FLOORS, IN THEIR MANUFACTURED CONDITION, TO BE FREE FROM DEFECT IN MATERIAL AND WORKMANSHIP INCLUDING MILLING, ASSEMBLY, DIMENSION, AND GRADING. URBBA FLOORING ADDITIONALLY WARRANTS THAT THESE ENGINEERED HARDWOOD FLOORS, WILL NOT DELAMINATE WHEN PROPERLY INSTALLED AND MAINTAINED ACCORDING TO URBBA FLOORING'S INSTALLATION AND MAINTENANCE PROCEDURES. IN THE EVENT THAT THE PLYS SHOULD DELAMINATE DUE TO GLUE BOND FAILURE, URBBA FLOORING WILL, AT OUR OPTION, EITHER: (1) REPAIR THE DEFECTIVE PLANK(S); (2) REPLACE THE DEFECTIVE PLANK(S).

LIMITED 10 YEAR WARRANTY FOR FINISH WEAR

OUR FACTORY APPLIED FINISHES MAKE HARDWOOD FLOOR INSTALLATIONS FAST AND EASY. EVERY PLANK IS READY TO INSTALL RIGHT OUT OF THE CARTON. THERE IS NO NEED FOR SANDING OR STAINING. WITH OUR FINISH YOU GAIN THE ASSURANCE OF SUPERIOR DURABILITY AND WEARABILITY. URBBA FLOORING WILL WARRANT UNDER NORMAL CONDITIONS AND USES, AND PROVIDING THAT URBBA FLOORING'S MAINTENANCE GUIDELINES ARE STRICTLY FOLLOWED, THAT THE FINISH WILL NOT WEAR THROUGH OR PEEL OFF OF THE HARDWOOD FLOORING DURING THE LENGTH OF THE WARRANTY OF THE PRODUCT YOU PURCHASE. IN THE EVENT THAT THE FINISH WEARS THROUGH OR PEELS OFF OF THE HARDWOOD FLOORING, URBBA FLOORING WILL, AT OUR OPTION, EITHER: (1) REPLACE THE AFFECTED PLANK(S); (2) RECOAT THE AFFECTED AREA.



NOTE THAT THIS LIMITED WARRANTY EXTENDS ONLY FOR DEFECTS THAT COVER AT LEAST 10% OF THE SURFACE AREA OF THE INSTALLED FLOORING. **NOTE: GLOSS REDUCTION, SCRATCHES AND DENTS** IN THE FINISH ARE NOT CONSIDERED SURFACE WEAR AND ARE NOT COVERED UNDER THIS WARRANTY. PLEASE NOTE THAT MAPLE, PINE AND BIRCH FLOORS REQUIRE EXTRA CARE. MAPLE AND BIRCH ARE INHERENTLY SMOOTH WOOD AND WILL SHOW SCRATCHES AND DENTS MORE READILY THAN OAK OR PECAN. YOU SHOULD CONSIDER THESE FACTORS WHEN MAKING YOUR FLOORING SELECTION.

5 YEAR LIMITED WATERPROOF WARRANTY

URBBA FLOORING WARRANTS THAT FOR THE STATED WARRANTY PERIOD FROM THE DATE OF ORIGINAL PURCHASE, YOUR URBBA FLOORING HARDWOOD PRODUCT WILL NOT SWELL, CUP, OR CRACK DUE TO:

- NORMAL CLEANING PRACTICES (SEE CARE AND MAINTENANCE DOCUMENT FOR ADDITIONAL INFORMATION)
- MOISTURE DUE TO EVERYDAY SPILLS (SEE CARE AND MAINTENANCE DOCUMENT FOR ADDITIONAL INFORMATION)
- MOISTURE FROM SUBFLOOR WHEN EXPOSED TO SUCH CONDITIONS.

ALL SOURCES OF SUBFLOOR MOISTURE SHOULD BE REMEDIED PRIOR TO INSTALLATION. THIS WARRANTY COVERS TOPICAL MOISTURE AS LONG AS THE WATER DOES NOT FLOW OVER THE EDGE OF THE SURFACE (EDGE OF THE ROOM, CUT BOARDS, ETC.)

WHILE MOISTURE WILL NOT AFFECT THE PRODUCT'S INTEGRITY, IT IS POSSIBLE THAT, WHEN EXCESSIVE MOISTURE ACCUMULATES IN BUILDINGS, SUBFLOORS, OR ON BUILDING MATERIALS, MOLD (AND/OR) MILDEW GROWTH CAN OCCUR (PARTICULARLY IF THE MOISTURE PROBLEM REMAINS UNDISCOVERED OR UNADDRESSED).

THIS WARRANTY EXCLUDES DAMAGE RESULTING FROM MOLD AND/OR MILDEW GROWTH DUE TO PROLONGED EXPOSURE TO MOISTURE, AND EXCLUDES ALL CASUALTY EVENTS INVOLVING WATER COMING IN CONTACT WITH YOUR FLOOR. THIS WARRANTY EXCLUDES FAILURES NORMALLY COVERED BY HOMEOWNERS INSURANCE INCLUDING, BUT NOT LIMITED TO, DAMAGES CAUSED BY FLOODING OR STANDING WATER FROM LEAKY PIPES, FAUCETS, OR HOUSEHOLD APPLIANCES. ALSO EXCLUDED ARE DAMAGES CAUSED BY FLOODING OR STANDING WATER FROM HYDROSTATIC PRESSURE OR OTHER CASUALTY EVENTS.

SPECIAL NOTE: WARRANTY LIMITATIONS (APPLIES TO ALL WARRANTIES UNDER WHICH URBBA FLOORING IS OR MAY BE OBLIGATED). URBBA FLOORING PRODUCTS ARE NOT WARRANTED AGAINST SQUEAKING, POPPING OR CRACKLING. SOME SQUEAKING, POPPING, OR CRACKLING IS POSSIBLE.

WARRANTY EXCLUSIONS

WOOD IS A NATURAL PRODUCT CONTAINING NATURAL VARIATIONS IN COLOR, TONE, AND GRAINING. URBBA FLOORING CANNOT WARRANT AGAINST NATURAL VARIATIONS IN COLOR OR ANY OTHER VARIATIONS, SUCH AS MINERAL STREAKS, SMALL KNOTS, AND GRAIN VARIATIONS FROM PLANK TO PLANK. NOR CAN WE WARRANT AGAINST NATURAL VARIATIONS OR GLOSS LEVEL BETWEEN SAMPLES/MODELS AND INSTALLED FLOORING. ANY SAMPLE OR MODEL SHOWN OR USED BY YOUR SELLER IS FOR DEMONSTRATIVE PURPOSES ONLY, AND SUCH SAMPLE OR MODEL **DOES NOT** CREATE A WARRANTY OF ANY KIND THAT THE GOODS YOU PURCHASED SHALL CONFORM THERETO. ANY WARRANTIES BASED ON ANY SUCH SAMPLE OR MODELS ARE SPECIFICALLY DISCLAIMED.

1. DAMAGE TO SURROUNDING STRUCTURE, WALLS, SUBFLOOR, FIXTURES, FURNITURE, UNDERLAYMENT, MOLDINGS, TRIMS, SUBFLOOR HEATING ELEMENTS, OR ANYTHING THAT IS NOT THE FLOORING PRODUCT ITSELF.
2. DAMAGE RESULTING FROM MOLD & MILDEW GROWTH DUE TO PROLONGED EXPOSURE TO MOISTURE.
3. FLOORING THAT IS INSTALLED OUTDOORS.
4. THIS 5 YEAR LIMITED WATERPROOF WARRANTY EXCLUDES ALL CASUALTY EVENTS INVOLVING WATER COMING IN CONTACT WITH YOUR FLOOR AND FAILURES NORMALLY COVERED BY HOMEOWNERS INSURANCE INCLUDING, BUT NOT LIMITED TO, DAMAGES CAUSED BY FLOODING OR STANDING WATER FROM LEAKY PIPES, FAUCETS, OR HOUSEHOLD APPLIANCES. ALSO EXCLUDED ARE DAMAGES CAUSED BY FLOODING OR STANDING WATER FROM HYDROSTATIC PRESSURE OR OTHER CASUALTY EVENTS.



IMPROPER INSTALLATION: THE FLOOR MUST BE INSTALLED ACCORDING TO URBBA FLOORING'S INSTALLATION GUIDELINES. DETAILED INSTALLATION INSTRUCTIONS ARE INCLUDED IN CARTONS OF URBBA FLOORING HARDWOOD FLOORING. DAMAGE CAUSED BY IMPROPER STORAGE, HANDLING, OR INSTALLATION METHODS IS NOT COVERED BY THESE WARRANTIES. IMPROPER PREPARATION OF, OR DEFICIENCIES IN, THE SUBFLOOR/FLOOR JOIST ASSEMBLY, INCLUDING BUT NOT LIMITED TO EXCESSIVE FLOOR DEFLECTION, UNEVEN OR IRREGULAR SUBFLOOR SURFACE (PARTICULARLY AT JOINTS) OR VOIDS IN THE SUBFLOOR, ARE NOT COVERED UNDER THESE WARRANTIES.

IMPROPER CARE AND MAINTENANCE: THE FLOOR MUST BE MAINTAINED ACCORDING TO URBBA FLOORING'S INSTALLATION GUIDELINES. DAMAGE CAUSED BY IMPROPER MAINTENANCE IS NOT COVERED BY THESE WARRANTIES. WATER DAMAGE RESULTING FROM IMPROPER INSTALLATION OR FLOODING CAUSED BY NATURAL DISASTER, PLUMBING FAILURES, ETC.... ARE NOT WARRANTED. THIS LIMITED WARRANTY DOES NOT APPLY TO MOISTURE DAMAGE BY EVENTS BEYOND EVERYDAY SPILLS, INCLUDING, BUT NOT LIMITED TO: FLOODING, STANDING WATER ALLOWED REMAINING ON FLOOR, APPLIANCE LEAKS, LEAKING PLUMBING, OR ANY SOURCE OF CONTINUOUS, REPETITIVE OR LONG TERM WATER EXPOSURE THIS LIMITED WARRANTY DOES NOT APPLY TO DAMAGE CAUSED BY SUBFLOOR MOISTURE. THIS LIMITED WARRANTY APPLIES TO TOPICAL MOISTURE SOURCES ONLY. ANY MOISTURE OR WATER COMING FROM UNDERNEATH THE FLOOR IS NOT COVERED UNDER WARRANTY. DEFECTS OR FAILURES OF OTHER MANUFACTURERS' PRODUCTS AT THE SUBFLOOR ASSEMBLY, INCLUDING BUT NOT LIMITED TO SUBFLOOR MATERIAL, FASTENERS, PATCHING COMPOUND, ADHESIVES, AND OTHER FLOOR COVERINGS ARE NOT COVERED BY THESE LIMITED WARRANTIES. DAMAGE CAUSED TO YOUR HARDWOOD FLOORING BY OTHER MANUFACTURERS' PRODUCTS IS NOT COVERED BY THIS WARRANTY. OTHER ITEMS NOT COVERED UNDER THE LIMITED WARRANTIES INCLUDE CONSTRUCTION TRAFFIC, ABUSE TO THE SURFACE OF THE FLOORING; USE OF NON-RECOMMENDED NAILERS, STAPLERS, OR ADHESIVES; END GAPPING DUE TO MASTIC MEMORY OR IMPROPER SEATING OF PLANKS DURING INSTALLATION; SQUEAKING, POPPING OR CRACKLING BY ANY CAUSE. (POPPING SOUNDS CAUSED BY DEPRESSIONS IN THE SUBFLOOR **ARE NOT** COVERED UNDER THESE LIMITED WARRANTIES.) DAMAGE TO THE FLOORING SUCH AS DENTS, SCRATCHES, OR DULLING OF THE FINISH IS **NOT** COVERED.

CABINETS AND OTHER BUILT-IN APPLIANCES SHOULD BE INSTALLED **PRIOR** TO THE INSTALLATION OF THE HARDWOOD FLOORING. THEY SHOULD **NOT** BE INSTALLED ON TOP OF FLOATING HARDWOOD FLOORING. PRE-FINISHED HARDWOOD FLOORS SHOULD BE INSTALLED AT THE SAME TIME AS CARPETS AND **AFTER** FINISHING THE WALLS TO PREVENT DAMAGE FROM PAINT, DRY WALL DUST, WALLPAPER ADHESIVES, AND OTHER MATERIALS.

IMPROPER ENVIRONMENT: PIER PLANK IS NOT WARRANTED AGAINST DAMAGE CAUSED BY MANMADE OR NATURAL DISASTERS, INCLUDING BUT NOT LIMITED TO LEAKING OR BROKEN PLUMBING, LANDSCAPE WATERING/IRRIGATION, FIRE, FLOOD, EARTHQUAKE, INSECT INFESTATION, OR STANDING WATER DURING OR AFTER CONSTRUCTION. URBBA ALSO DOES NOT WARRANT AGAINST: (1) MOISTURE INFILTRATION FROM SIDE WALLS, THROUGH THE SUBFLOOR OR FROM ANY SOURCE; (2) NORMAL WEARING OF THE FINISH IN HIGH TRAFFIC AREAS, PIVOT POINTS AND SEATING AREAS; OR (3) OTHER EXTRAORDINARY CIRCUMSTANCES SUCH AS EXTREME LOW HUMIDITY (BELOW 35% FOR AN EXTENDED PERIOD OF TIME). IN EXTREME LOW HUMIDITY CONDITIONS (BELOW 35%), PLANKS MAY SHRINK AND OR EXHIBIT SURFACE CHECKING UNTIL THE HUMIDITY RETURNS TO A NORMAL LEVEL.

SEASONAL CHECKING: CRACKS OR CHECKS IN THE SURFACE OF PLANKS DUE TO LOW HUMIDITY, EXCESSIVELY HIGH HUMIDITY, OR DRAMATIC FLUCTUATIONS IN HUMIDITY ARE INHERENT IN ALL WOOD PRODUCTS AND MAY AFFECT YOUR FLOOR'S FINISH. CHECKING IS NOT COVERED UNDER THESE LIMITED WARRANTIES. THE USE OF A HUMIDIFIER/DEHUMIDIFIER MAY BE NECESSARY TO MAINTAIN THE PROPER HUMIDITY LEVEL BETWEEN 35%-55%. URBBA RESEARCH AND EXPERIENCE SHOWS THAT SOME SPECIES SUCH AS HICKORY AND MAPLE ARE MORE SUSCEPTIBLE TO THIS PHENOMENON THAN OTHERS AND ARE NOT RECOMMENDED IN CERTAIN REGIONS WITHOUT THE USE OF A HUMIDIFICATION SYSTEM.

RECOATING AND FINISH ALTERATIONS: ALTERATIONS TO THE FINISH OR NON-FACTORY APPLIED FINISHES (FINISHES APPLIED BY THE OWNER OR INSTALLER), INCLUDING BUT NOT LIMITED TO REFINISHING OR RECOATING, ARE **NOT** PART OF THE LIMITED WARRANTY FOR COMMERCIAL FINISH WEAR STATED ABOVE AND THEREFORE ARE **NOT** WARRANTED BY URBBA FLOORING.

NATURAL SUNLIGHT: THE SUN AND ITS UV RAYS CAUSE THE AGING OF WOOD AND THEREFORE CAN CAUSE THE STAIN AND/OR WOOD TO FADE AND/OR CHANGE COLOR. THIS INCLUDES ANY SHOWROOM SAMPLE/MODELS; THEREFORE, FADING OR DISCOLORATION DUE TO EXPOSURE TO SUNLIGHT AND ITS UV RAYS ARE NOT COVERED BY THESE WARRANTIES. USE DRAPERIES, SHADES OR UV COATED WINDOWS TO HELP BLOCK OUT MOST OF THE SUN'S HARMFUL RAYS. SAMPLES OR MODELS IN THE SHOWROOM MAY ALSO FADE, MAKING AN EXACT MATCH TO NEW FLOORING IMPOSSIBLE. CUSTOM FINISHING AND STAINING OF INTERIOR MILLWORK AND/OR CABINETS SHOULD BE DONE FROM THE ACTUAL FLOOR TO BE INSTALLED, NOT A SHOWROOM SAMPLE, IF A COLOR AND/OR GLOSS MATCH IS DESIRE



WARRANTY PROCESS

PRODUCT DETERMINED TO HAVE ANY POSSIBLE DEFECT BY THE PERSON DOING THE INSTALLATION SHOULD BE RETURNED TO YOUR FLOORING CONTRACTOR FOR INSPECTION AND POSSIBLE REPLACEMENT PRIOR TO INSTALLATION. ALL QUESTIONS OF PRODUCT QUALITY ARE TO BE ADDRESSED PRIOR TO INSTALLATION.

WHAT YOU SHOULD DO IF ANY OF THE ABOVE LISTED PROBLEMS OCCUR AND YOU NEED WARRANTY SERVICE:

DURING THE WARRANTY PERIOD, SHOULD YOU HAVE ANY PROBLEMS WITH YOUR PIER PLANK FLOOR, PLEASE CONTACT THE AUTHORIZED DEALER WHO SOLD THE PRODUCT WITHIN 30 DAYS FROM THE DATE THE PROBLEM OCCURS. **NOTE** THAT THESE DEALERS ARE NOT AUTHORIZED TO MAKE ANY DECISIONS REGARDING WARRANTY COVERAGE OR ANY REMEDIES THEREUNDER; THEY ARE MERELY THE MEANS THROUGH WHICH YOU SHOULD REPORT ANY PROBLEMS. **NOTE ALSO** THAT URBBA FLOORING MUST BE GIVEN A REASONABLE OPPORTUNITY TO INSPECT THE FLOOR PRIOR TO THE DETERMINATION OF ANY COVERAGE OR REMEDY ISSUE, WHICH SHOULD BE NO LESS THAN THIRTY (30) DAYS AFTER YOU REPORT THE PROBLEM. YOU (THE ORIGINAL PURCHASER) SHOULD NOTIFY THE AUTHORIZED DEALER AND/OR YOUR SALES REPRESENTATIVE AND SUBMIT IN WRITING, THE FOLLOWING:

1. **PROOF OF PURCHASE** - A VALID PROOF OF PURCHASE IN THE FORM OF A SALES RECEIPT OR OTHER DOCUMENTS, WHICH ESTABLISH PROOF OF PURCHASE.
2. **PROBLEM DESCRIPTION, PHOTOS, & SAMPLES** - A DETAILED DESCRIPTION OF THE PROBLEM, A PHOTOGRAPH AND A SAMPLE THAT CLEARLY SHOWS THE WARRANTY PROBLEM. IF POSSIBLE, INCLUDE A PHOTO OF THE BOX LABEL.

CURATIVE ACTIONS/REMEDIES

THE ABOVE TERMS AND CONDITIONS OF EACH LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE FOR THESE WARRANTIES. IF YOU ARE FOUND TO BE ENTITLED TO COVERAGE UNDER ANY WARRANTY, EXPRESSED OR IMPLIED, IN ADDITION TO THOSE SPECIFICALLY LISTED ABOVE, AND YOU CAN PROVE THAT URBBA FLOORING BREACHED SUCH WARRANTY, THEN YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY PROVEN BREACH IS EITHER (AT THE OPTION OF MANUFACTURER): (1) REPAIR THE DEFECTIVE PLANK(S); (2) REPLACEMENT OF THE DEFECTIVE PLANK(S). IF THE REMEDY URBBA FLOORING INITIALLY SELECTS IS FOUND TO FAIL IN ITS ESSENTIAL PURPOSE, THEN ANY FURTHER REMEDY TO WHICH YOU MAY BE ENTITLED IS SOLEY AND EXCLUSIVELY LIMITED TO ONE OF THE REMAINING REMEDIES (OF THE TWO OPTIONS, DESCRIBED ABOVE IN THE LIMITED WARRANTIES), WHICH SHALL BE CHOSEN BY URBBA.

WARRANTY DISCLAIMERS

ANY WARRANTIES ARISING OUT OF THIS SALE IN ADDITION TO THE ABOVE LIMITED WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY FOR COMMERCIAL FINISH WEAR DESCRIBED ABOVE. THE REMEDIES AS DESCRIBED IN THESE WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO YOU FOR ANY BREACH BY URBBA FLOORING OF THE EXPRESSED AND IMPLIED WARRANTIES ARISING FROM THIS SALE. THESE WARRANTIES EXCLUDE CONSEQUENTIAL AND INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO REMOVAL OR DAMAGE TO MOLDINGS, CABINETS, BUILT-IN APPLIANCES, CARPETING, DRYWALL, WALLPAPER, PAINT, AND ALL RELOCATION COSTS ASSOCIATED WITH ANY REPAIR OR REPLACEMENT OF THE FLOORING. SOME STATES DO NOT ALLOW LIMITATIONS ON THE AVAILABLE REMEDIES, OR THE LENGTH OF AN IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. UNLESS A STATEMENT MADE IN THIS DOCUMENT IS SPECIFICALLY IDENTIFIED AS A WARRANTY, ANY OTHER STATEMENTS MADE HEREIN, OR BY YOUR SELLER, ARE NOT WARRANTIES AND IS NOT A PART OF THE BASIS OF THE BARGAIN FOR THE SALE OF THE HARDWOOD FLOORS. ANY AND ALL WARRANTIES, EXCEPT THOSE LIMITED WARRANTIES PROVIDED HEREIN, ARE SPECIFICALLY DISCLAIMED AND EXCLUDED.



URBBA FLOORING- PIER PLANK LIMITED COMMERCIAL FLOORING WARRANTY

5 YEAR LIGHT/MEDIUM COMMERCIAL FINISH WARRANTY:

URBBA FLOORING WARRANTS, TO THE ORIGINAL PURCHASER, THAT THE SURFACE FINISH WILL NOT WEAR THROUGH FOR FIVE (5) YEARS FROM THE DATE OF PURCHASE, WHEN USED UNDER NORMAL LIGHT/MEDIUM COMMERCIAL TRAFFIC CONDITIONS, AND AS LONG AS PREVENTIVE AND REGULAR MAINTENANCE IS PERFORMED. THIS FINISH WARRANTY EXCLUDES ANY DAMAGES RESULTING FROM, CAUSED BY OR CONTRIBUTED TO, IN ANY WAY, IMPROPER ENVIRONMENTAL CONDITIONS, INDENTATIONS, SCRATCHES, LACK OF PROPER MAINTENANCE, USE OF UNAUTHORIZED CLEANING PRODUCTS, MISUSE, NEGLIGENCE, ACCIDENTS, PETS, SPIKED/HIGH HEELED SHOES, SHOES NOT UNDER PROPER REPAIR, STANDING WATER BEYOND 72 HOURS, WATER, WET MOPPING, EROSION, PEBBLES, SAND, OTHER ABRASIVES, SURFACE CHECKS/SPLITS, AND/OR FAILURE TO PROTECT THE FLOORING MATERIAL DURING MOVE-IN AND/OR OTHER CONSTRUCTION ACTIVITIES IN THE IMMEDIATE/ADJACENT AREA. LOSS OF GLOSS IS NOT A WARRANTED ISSUE.

EXAMPLES OF LIGHT/MEDIUM COMMERCIAL FLOORING INSTALLATIONS:

- RETAIL: ENTRYWAYS*, SALES FLOOR/SHOWROOM, CHECKOUT, BREAKROOMS, DRESSING ROOMS, OFFICES, STORAGE ROOMS.
- DOCTOR'S OFFICES: ENTRYWAYS*, LOBBIES, WAITING ROOMS, HALLWAYS, NURSES STATIONS, OFFICES, BREAKROOMS, STORAGE ROOMS.
- HOTELS: ENTRYWAYS*, LOBBIES, HALLWAYS, GUEST ROOMS, CONFERENCE/MEETING ROOMS, KITCHENETTES, LOUNGES,
- OFFICES. BUSINESS OFFICES: ENTRYWAYS*, LOBBIES, HALLWAYS, OFFICES, CONFERENCE/MEETING ROOMS, BREAKROOMS.
- RESTAURANTS: ENTRYWAYS*, LOBBIES, HALLWAYS, OFFICES.
- EDUCATIONAL: ENTRYWAYS*, LOBBIES, HALLWAYS, OFFICES, CLASSROOMS, STORAGE ROOMS, RESIDENCE HALLS, COMMON AREAS.
- MULTI-FAMILY HOUSING: ENTRYWAYS*, LOBBIES, COMMON AREAS, HALLWAYS, OFFICES, STORAGE ROOMS, INDIVIDUAL HOUSING UNITS.
- **NOTE:** *WALK OFF MATS ARE REQUIRED AT ALL ENTRYWAYS

URBBA ("COMPANY") WARRANTS THIS PRODUCT UNDER THIS LIMITED COMMERCIAL WARRANTY WHEN USED FOR USE INDOOR LIGHT COMMERCIAL APPLICATIONS WITH LIGHT TO MODERATE FOOT TRAFFIC. THE WARRANTY BELONGS TO YOU, THE ORIGINAL END-USE PURCHASER, AND BEGINS WHEN YOU PURCHASE THE PRODUCT AND EXTENDS FOR THE LIMITED WARRANTY PERIOD STATED ABOVE. THE WARRANTY IS FURTHER LIMITED TO THE PERIOD OF TIME THE PRODUCT IS OWNED AND MAINTAINED BY THE ORIGINAL END-USE PURCHASER. THE BASIS OF ANY WARRANTY-RELATED CLAIM IS THE ORIGINAL COMPANY OR AUTHORIZED DEALER INVOICE.

THE PRODUCT MUST BE INSTALLED IN ACCORDANCE WITH THE URBBA'S INSTALLATION GUIDELINES AND SPECIFICATIONS. THE PRODUCT MUST BE MAINTAINED IN ACCORDANCE WITH THE URBBA'S CLEANING AND MAINTENANCE GUIDELINES AND SUCH PRODUCT CARE MUST CONTINUE THROUGHOUT THE DURATION OF THE ORIGINAL INSTALLATION. DAMAGE RESULTING FROM A FAILURE TO FOLLOW INSTALLATION AND CLEANING/MAINTENANCE GUIDELINES WILL NOT BE COVERED UNDER THIS WARRANTY. INSTALLATION AND CLEANING/MAINTENANCE GUIDELINES ARE AVAILABLE THROUGH YOUR DEALER, THE WEBSITE, OR FROM A SERVICE REPRESENTATIVE AT THE PHONE NUMBER BELOW.



WHAT THE WARRANTY COVERS

THE COMPANY WARRANTS THAT DURING THE WARRANTY PERIOD AND UNDER NORMAL USE:

- **MANUFACTURING DEFECTS** – THE PRODUCT WILL BE FREE FROM MANUFACTURING DEFECTS. MANUFACTURING DEFECTS INCLUDE DELAMINATION, CORE VOIDS, THICKNESS VARIATION, AND DIMENSIONAL STABILITY DEFECTS.
- **WEAR** – THE PRODUCT WILL NOT WEAR THROUGH THE PATTERN LAYER.

WHAT CONDITIONS APPLY

FOR JOBSITE AND FLOOR PREPARATION CONDITIONS, SEE PRODUCT-SPECIFIC INSTALLATION GUIDELINES. MOISTURE-RELATED TESTING (RELATIVE HUMIDITY, PH, AND CALCIUM CHLORIDE) IS NOT THE RESPONSIBILITY OF THE COMPANY AND ALL ISSUES RELATED TO MOISTURE, INCLUDING ANY RESILIENT RELATED ISSUES, ARE EXCLUDED FROM THIS WARRANTY. FLOOR PROTECTORS ARE RECOMMENDED TO INHIBIT PREMATURE WEAR OF THE SURFACE OF THE RESILIENT. REPLACEMENT RESILIENT WILL COME FROM CURRENT RUNNING-LINE PRODUCTS COMPARABLE TO THE WARRANTED PRODUCT. YOUR WARRANTY DOES NOT COVER THE FOLLOWING: DAMAGE CAUSED BY IMPROPER INSTALLATION OR MAINTENANCE; DIFFERENCES IN COLOR BETWEEN PRODUCTS AND SAMPLES OR PHOTOGRAPHS; PROBLEMS ARISING FROM EXCESSIVE MOISTURE, ALKALI OR WATER PRESSURE FROM THE SUBFLOOR; INDENTATION FROM IMPROPER LOADING INCLUDING HEAVY STATIC LOADS, HIGH HEELS, SPIKED SHOES, ROLLING LOADS, CHAIRS OR OTHER FURNITURE NOT USING FLOOR PROTECTORS; DISCOLORATION, INCLUDING BUT NOT LIMITED TO ULTRAVIOLET LIGHT AND HEAT SOURCES; SURFACE SCRATCHES, CHANGES IN SHADING, TEXTURE OR GLOSS DURING USE; DAMAGE CAUSED BY CHEMICALLY REACTIVE MATERIAL, DYE, MOLD, STAINS, SPILLAGE, BURNS, GOUGES, SCRATCHES, INDENTATIONS, FLOODS, ACCIDENTS, ABUSE OR ANY HARSH SCOURING PADS WHILE BUFFING; OR DAMAGE DUE TO THERMAL HEAT SOURCES.

WHAT IF YOU NEED WARRANTY SERVICE

YOU, THE ORIGINAL PURCHASER, WILL CONTACT YOUR AUTHORIZED DEALER, FLOORING CONTRATER OR COMPANY SALES REPRESENTATIVE FOR CLAIM SERVICE. PLEASE PROVIDE A VALID PROOF OF PURCHASE AND A DETAILED DESCRIPTION OF THE ISSUE, ALONG WITH PHOTOGRAPHS SHOWING THE CONCERN. SAMPLES SHOULD BE SUBMITTED FOR REVIEW/TESTING WHEN AVAILABLE. THE DEALER OR COMPANY SALES REPRESENTATIVE WILL FILE A CLAIM VIA [URBBA](#) AND SUBMIT THE INFORMATION YOU PROVIDED. A COMPANY CLAIMS REPRESENTATIVE WILL THOROUGHLY EVALUATE YOUR CLAIM.

WHAT WE WILL DO

IF WE FIND A DEFECT COVERED UNDER THIS WARRANTY, WE WILL REPAIR THE AFFECTED AREA TO CONFORM TO THE WARRANTY. IF REPAIR IS NOT COMMERCIALY PRACTICAL, THE COMPANY MAY, AT ITS SOLE OPTION, REPLACE THE AFFECTED PRODUCT OR REFUND THE PROPORTIONAL PURCHASE PRICE FOR THE AFFECTED AREA. THE COMPANY WILL PAY THE REASONABLE COSTS FOR PRODUCT, FREIGHT AND LABOR. ANY COSTS INCURRED FOR MOVING EQUIPMENT, FURNISHINGS, PARTITIONS AND THE LIKE THAT WERE INSTALLED OVER THE COMPANY'S COMMERCIAL PRODUCT WILL BE AT THE CUSTOMER'S EXPENSE.

NOTE: THE WARRANTY IS NOT TRANSFERABLE. IT EXTENDS ONLY TO THE ORIGINAL END USE PURCHASER. URBBA DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. URBBA SHALL NOT BE LIABLE TO THE CONSUMER OR ANY OTHER PERSON OR ENTITY FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF BREACH OF THIS LIMITED WARRANTY OR ANY IMPLIED LIMITED WARRANTY (EXCLUDING MERCHANTABILITY).

ALL IMPLIED WARRANTIES, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR THE LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE PURCHASER. THIS WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, SUCH RIGHTS MAY VARY FROM STATE TO STATE.