



Palisades Collection Commercial Warranty

To be eligible for coverage under this warranty, the floor must be installed and maintained according to the manufacturer's published installation guidelines and maintenance instructions.

Finish Wear Warranty:

Since oil finishes do not create a surface coating but penetrate into the wood fibers, re-oiling is necessary to maintain the appearance of the floor. A well-maintained oiled floor is expected to last for decades USFCONTRACT a division of USFloors Inc. warrants against that by definition the wear-through of 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Remediate a dull finish with spot or overall recoating care systems.

Lifetime Structural Integrity Warranty:

Citadel Floors are warranted free from manufacturing defects. Should a defect occur, USFContract will arrange a credit based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor.

Warranty Coverage:

Upon determination of a valid manufacturing defect, credit will be issued and will be good toward the purchase of a replacement. When defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable as a manufacturing defect develops after flooring is installed, the cost of labor for repair will be covered by this warranty using the prevailing national average rate.

Terms:

USFContract warrants to the original purchaser only that Citadel Floors will not wear through the surface ply of the veneer within 15 years from the date of installation. Wear is defined as 1/10th of an inch surface wear through over at least 5% of the total floor installation.

Warranty Exclusions:

- Non-compliance with installation instructions and maintenance guidelines as recommended by USFContract. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece. Failure to maintain the floor in accordance with manufacturer's recommendations may result in irreparable damage. Such damage is not covered.
- Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw. Problems due to moisture, mildew, alkaline substances, hydrostatic pressure, expansion and contraction between planks, or humidity levels above or below those recommended.
- Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
- Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or any intentional misuse of the product
- It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
- Manufacturer makes no guarantee that Citadel Floors will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.

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