



# AZALEA LANE AVONDALE LIMITED WARRANTIES

## OUR COMMITMENT TO THE CUSTOMER

### AZALEA LANE COMMITMENT

Azalea Lane’s Hardwood Flooring produces many products to appeal to a wide variety of customer tastes and needs. The limited warranties described herein extend to the original purchaser and are SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS, EXCLUSIONS AND PROVISIONS SET FORTH HEREIN. These limited warranties cover only approved applications as recommended by Azalea Lane and are effective on hardwood flooring purchased after September 2023. Refer to [www.azalealane.com](http://www.azalealane.com) for current applicable warranty, installation, and floor care information.

### Lifetime Structural Integrity Limited Warranty

Azalea Lane warrants, to the original purchaser (cannot be assigned or transferred), that its first quality products, in their original manufacture’s condition, will be free from manufacturing defects in milling, dimension, and grade for the lifetime of the floor. Azalea Lane engineered products are warranted against de-lamination of the plies due to bond line failure. This limited warranty does not cover seasonal expansion and contraction of wood flooring.

### AZALEA LANE PRODUCTS PURCHASED ONLINE ARE NOT COVERED BY THE MANUFACTURER’S WARRANTY.

Azalea Lane advocates the Internet as one resource for product information, a means of locating dealers, etc. However, Azalea Lane believes our products and our customers deserve and expect services best provided by local retailers, including expertise at the point of sale, installation, and service after the sale. Therefore, Azalea Lane does not sell its products over the Internet and has not authorized its products to be sold over the Internet. Any and all warranties specifically offered by Azalea Lane for Avondale are void as to any product purchased over the Internet. Azalea Lane will not honor any claim for any product purchased over the Internet, nor will Azalea Lane accept returns of such materials.

Azalea Lane’s Internet policy does not allow the use of our trademark, links, photography, or representations of our product in association with posted pricing, product on sale, an allusion to pricing, or any prompt to call for pricing or call for a freight quote, with the intent of selling the product online. Dealers who improperly offer Azalea Lane Avondale for sale online may be subject to the loss of access to Azalea Lane products and may be noted as an unauthorized dealer. Continued unauthorized use of Azalea Lane’s trademarks and images may be subject to legal action.

### 50- Year Finish Wear Layer Limited Warranty:

Azalea Lane warrants, to the original purchaser, that the factory finish will not wear through or separate from the wood for 50 years from the original date of purchase when installed under normal residential traffic conditions.

### 5-Year Light Commercial Finish Wear Layer Limited Warranty:

Azalea Lane warrants, to the original purchaser, that the factory finish will not wear through or separate from the wood for 5 years from the original date of purchase. Light commercial applications include such areas as business offices and retail shops. “Wet areas” such as commercial kitchens, hair salon chairs, etc. are not considered “light commercial.”

### Floor Care

See Routine Care for Avondale document for more information on floor care.

**Azalea Lane Limited Warranty Exclusions**

The color and grain variations created in a living tree are like all of nature-never repeated. These natural characteristics include mineral streaks, knots, and other variations, which are not considered defects. Due to this infinite natural variety, actual flooring delivered **will** vary from physical samples, printed brochures, online photography (screen settings vary widely), etc.

Hardwood flooring will undergo color changes due to the effects of natural and artificial light; these changes are not covered by the warranty. Color and gloss variations resulting from any addition to a pre-existing installation are outside Azalea Lane's control and thus cannot be warranted. Area rugs and furnishings often shield the floor from light resulting in uneven aging.

Because Azalea Lane hardwood flooring is a natural product, it will expand and contract due to seasonal changes. This is not a product defect.

Azalea Lane hardwood flooring can be warranted only when installed and maintained under a continuous climate controlled interior environment. That includes maintaining a temperature range between 60 degrees and 80 degrees Fahrenheit, and 30% to 50% relative humidity. The original owner agrees to provide proof of compliance with these conditions if a claim is filed.

**AZALEA LANE SPECIFICALLY EXCLUDES ANY WARRANTIES BEYOND THOSE DESCRIBED HEREIN.** Without limitation, this would exclude warranties for indentation, scratching, damage caused by misuse, negligence, accidents, fire, insects, pets, shoes (particularly high heels), rocks, sand, other abrasives, improper storage/handling, maintenance issues, furniture (chair legs or casters), appliances, mobility-aid devices (such as walkers, canes, scooters, and wheelchairs), and misuse or improper alterations of the original manufactured product. Misrepresentations of Azalea Lane products by other parties including retailers, installers, and contractors are excluded. Issues of workmanship by the installer are outside Azalea Lane's control and cannot be covered. Failure to follow Azalea Lane's Installation Guidelines will void this warranty. The customer agrees to provide proof of compliance with all applicable installation guidelines when a claim is filed.

Movement or damage due to moisture changes, deficiencies of the underlying structure, construction methods or materials, plumbing issues, other trades, and weather or natural disasters and acts of God is excluded. Cupping or crowning, changes in width, thickness, and length, checking/splitting, etc. are all moisture-related issues. Finish damage from any tape applied to the finished surface of Azalea Lane's Hardwood Flooring is excluded.

Azalea Lane **solid** hardwood flooring **MUST NOT** be installed over in-floor radiant heating systems and any such installation is excluded from any warranty coverage. Azalea Lane engineered flooring may be used over in-floor radiant heat systems when installed and maintained in full compliance with current NWFA Guidelines regarding radiant heat applications.

Warranties described herein apply to Azalea Lane's Avondale Collection flooring only. Any molding and trim items that may be purchased to complete your floor are excluded and are not warranted by Azalea Lane Hardwood Flooring.

Acceptability of any Azalea Lane hardwood flooring irregularities shall be based on the standards for such evaluations established by the National Wood Flooring Association (Technical Publication C-200), which include viewing the floor from a standing position and under ambient lighting conditions. Glare from a direct light source must not be used during evaluation. Consequential or incidental damages are also excluded, including but not limited to labor, loss of use of flooring or facilities/equipment, loss of profit or revenue, downtime, etc. DIY (amateur) Installations of Azalea Lane product (if purchased through normal retail channels - not online) remain eligible for warranty protection, but must comply fully with professional industry standards of practice (NWFA and Azalea Lane guidelines) including moisture testing, documentation, etc.

**INSTALLATION OF ANY FLOORING  
CONSTITUTES ACCEPTANCE OF GRADE,  
MILLING AND FINISH**

"It is the responsibility of the installer and/or the buyer and/or the end-user to ensure that the wood flooring meets their expectations for visual appearance and manufacturing quality prior to installation" (NWFA Installation Guidelines, Page 27). In addition, the Uniform Commercial Code provides that goods with easily ascertainable defects must be immediately rejected by the buyer, or they will be deemed to have been accepted.

**SPECIAL NOTE:** Certain Azalea Lane flooring Collections feature natural character markings as part of the intended look and style of the flooring. The purchase of this flooring implies that natural character is expected and accepted. It is the responsibility of the installer to CONFIRM PRIOR TO INSTALLATION that the flooring is of satisfactory appearance, including any variations when mixing widths and/or products of different run dates. Once installed, Azalea Lane will not honor any claims concerning the appearance of the floor. Gloss reduction is not considered a finish failure.

This writing is the complete and exclusive statement of the limited warranty and is in lieu of all other expressed and/or statutory warranties. Azalea Lane assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may have other rights as they vary from state to state.

**Claims Information**

In the unlikely event that any portion of your Azalea Lane floor should fail with respect to the provisions of the limited warranties, Azalea Lane Hardwood Flooring, at its sole option, to the original purchaser, will repair, refinish, or replace such portion at no cost to you with the same product or one of equal value. Any replacement flooring provided in resolution of a claim will only be supplied from Azalea Lane's current product offering. If Azalea Lane is not able to correct the failure after a reasonable number of attempts, Azalea Lane will refund, if requested, the purchase price for that portion of the floor that fails. To file a claim, first contact the Azalea Lane retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact by letter.

Claims must be filed within the warranty coverage period and include documentation verifying the date of purchase, specific Azalea Lane item purchased, and full compliance with all installation and floor care guidelines. Azalea Lane Hardwood Flooring reserves the right to have a representative designated by Azalea Lane inspect the floor and collect samples for analysis [possibly including destructive testing]. Any attempt to repair, replace, or refinish prior to Azalea Lane having the opportunity to inspect and approve corrective action will void this limited warranty.

