

Cozy Wood Flooring Warranty Guide

1. Warranty Overview

This Limited Warranty applies exclusively to **original purchasers** of brand-new engineered wood flooring products for indoor residential and approved light commercial installation. The manufacturer warrants that all engineered flooring products are free from factory manufacturing defects in lamination, milling, structure, assembly and factory finish under normal installation, usage and maintenance conditions.

This warranty is **non-transferable** and valid only for the first end-user purchaser, starting from the date of product purchase. Proof of purchase (official invoice, order receipt) is mandatory for all warranty claims.

As natural wood retains inherent physical properties, minor natural variations in grain, color, texture, and subtle seasonal expansion and contraction do not constitute manufacturing defects and are not covered by this warranty, complying with global flooring industry standards.

2. Warranty Coverage & Term

We provide two categorized warranty policies for engineered flooring to cover structural defects and surface finish wear-through:

2.1 Residential Indoor Use

- **Structural Warranty: 15 Years**

Covers delamination, core layer cracking, permanent cupping/buckling, and abnormal gap expansion caused by manufacturing flaws. Valid for standard dry indoor residential environments with proper installation and daily maintenance.

- **Finish Wear-Through Warranty: 25 Years**

Covers factory-applied aluminum oxide finish premature wear-through, peeling or flaking. Only valid when worn areas exceed 10mm × 10mm and are caused by production defects rather than artificial damage.

2.2 Light Commercial Indoor Use

- **Structural Warranty: 5 Years**

Applicable for low-traffic commercial scenarios including office rooms, boutique stores and studio spaces.

- **Finish Wear-Through Warranty: 5 Years**

Excludes heavy pedestrian traffic, rolling equipment abrasion and artificial scratch damage.

2.3 Warranty Remedies

For confirmed qualified defects, the manufacturer reserves the right to **repair, refinish or replace defective flooring planks free of charge**. If the original product model is discontinued, equivalent-spec alternative products will be provided. The manufacturer will refund the proportional purchase price if repeated repairs fail to resolve product defects.

3. Mandatory Eligibility Conditions

This warranty takes effect only if all the following requirements are fully satisfied throughout the warranty period:

1. Standard Professional Installation

Flooring must be installed in strict accordance with official installation guidelines, including qualified subfloor preparation, standard expansion gap reservation, certified adhesive and auxiliary materials, and compliant underlayment laying. Floating installation, glue-down installation and nail-down installation must follow corresponding operational specifications.

2. Qualified Usage Environment

Products are designed for **indoor use only**. Stable indoor humidity (35%–65%) and ambient temperature (18°C–28°C) must be maintained. Usage in bathrooms, saunas, outdoor open spaces and damp unclosed basins is prohibited.

3. Regular Standard Maintenance

Avoid standing water, long-term moisture accumulation, harsh chemical cleaners, abrasive scrubbing tools and unprotected sharp/heavy objects. Daily cleaning must use dedicated wood floor maintenance products.

4. Complete Purchase Records

End-users must retain valid purchase invoices, installation records and product packaging certificates for verification during claim application.

4. Warranty Exclusions (Non-Covered Items)

The following conditions and damages are **not covered by this limited warranty**, and all related maintenance and replacement costs shall be borne by the user:

- Damage caused by improper installation, self-modified installation, unqualified subfloor, insufficient expansion gaps and uneven ground.
- Damages from water flooding, pipe leakage, rainwater infiltration, ground moisture backflow, long-term damp environment and water immersion.
- Artificial damage including scratches, dents, cuts, impact cracks, cigarette burns, chemical corrosion and pet damage.
- Wear caused by heavy commercial traffic, rolling carts, wheeled furniture, sharp foreign objects and industrial operation abrasion.
- Natural wood characteristics including slight color difference, grain variation,

minor texture differences and seasonal micro expansion/contraction within industry allowable range.

- Damage caused by natural disasters (flood, fire, earthquake), accidental collisions, building structural deformation and external force destruction.
- Products purchased through unofficial resellers, second-hand products, rental-used products and products with altered purchase records.
- Daily normal aging, slight surface abrasion and wear generated by long-term routine use.

5. Warranty Claim Procedure

Users must follow standardized procedures to apply for warranty services to ensure efficient processing:

1. Timely Notification

Within 30 days after discovering product defects or abnormal damage, contact the original purchasing retailer or official customer service to submit a warranty application.

2. Document Preparation

Provide valid purchase invoice, installation completion certificate, on-site defect photos/videos, and daily maintenance records.

3. On-Site Verification

Allow professional technicians to conduct on-site inspection, defect assessment and cause analysis.

4. Scheme Execution

After confirming warranty qualification, the manufacturer will arrange repair, refinishing or replacement services within the specified cycle.

Note: Unauthorized self-repair, disassembly or modification of defective floors without official confirmation will automatically invalidate the warranty qualification.

6. User Responsibilities & Precautions

- Keep indoor humidity and temperature stable to avoid drastic environmental changes that cause wood floor expansion, contraction and deformation.
- Place protective pads under furniture legs to prevent extrusion indentations and surface scratches.
- Clean floor surface regularly with neutral dedicated wood floor cleaners; do not use bleach, alcohol, detergent and other corrosive chemicals.
- Dry water stains and liquid spills on the floor surface immediately to prevent moisture penetration and delamination.
- Avoid long-term direct sunlight exposure to prevent uneven floor fading and surface coating aging.

7. Supplementary Terms

This document serves as the official **Limited Warranty Guide** for multi-layer engineered flooring. All warranty services are subject to the terms stated herein. The manufacturer reserves the right to optimize product warranty rules without prior notice. Any beyond-standard warranty promises must be confirmed in writing by official authorized personnel to be valid.

Industry standard allows up to 5% of minor non-structural subtle defects in batch products, which do not affect floor use performance and are not included in the warranty scope.