



## WOOD FLOORING QUALITY GUARANTEE

### **Pioneer Millworks Wood Floors Are Custom-Crafted To The Highest Standards**

Each plank goes through numerous inspections for quality of grading and milling throughout the manufacturing process. We urge you and your installer to inspect your flooring prior to installation. If you are not 100% satisfied with your flooring, please contact us prior to any cutting, nailing, or installation and we will replace any materials which do not meet the grade specifications and information on your signed order confirmation. We reserve the right to require photographs of, or the return of, any material in question prior to the release of replacement flooring. Pioneer Millworks will not accept returns of, or replace, any materials which have been cut or installed once leaving our shop, or damaged in return transit due to improper or insufficient packaging.

### **Wood Flooring & Lumber Warranty**

Pioneer Millworks warrants to the original purchaser that the flooring and/or lumber materials provided by us will be per the specifications set forth on our Grade Specifications and your signed order confirmation. All materials will be kiln-dried to an average moisture content of 8% or less at the time of shipment from our plant. Flooring and other materials that are kiln-dried will be free of insect infestation at the time of shipment from our plant. Should your flooring or lumber be found defective by a third party certified inspector (not including pre-finishes, normal wear, and the natural characters that are inherit to reclaimed wood), Pioneer Millworks will replace defective material in equal value and quantity only. Installation, shipping, or other replacement costs are not included. This warranty is limited to one year from date of purchase and non-transferrable.

### **Pre-Finished Flooring Warranty**

Pioneer Millworks warrants that our factory-applied UV-cured Aluminum Oxide finish will not separate for a full 20 years from the original date of purchase. This warranty does not apply to other types of finishes applied by Pioneer Millworks. This warranty is non-transferrable.

### **Engineered Flooring Warranty**

Pioneer Millworks warrants to the original purchaser that the wear layer will not separate from the platform for the lifetime of the floor under normal use and conditions.



## Exclusions To The Above Warranties

- Changes in the wood due to improper storage, handling, acclimation, or installation. This includes cracks, checks, and color variations, as well as changes to the shape or dimension of the wood by any other cause than the manufacturing or inherent character of the wood.
- Deficiencies of, and/or improper preparation of the subfloor.
- Insect infestation following shipment from our plant.
- Marks, dents, scratches, dings in the flooring or finish caused by pets, shoes, casters, wheels, furniture, or other sources.
- Falling and/or dropped objects which can dent or fracture the flooring or the finish.
- Moisture penetration of any type, from any surface or direction.
- Construction traffic abuse to the surface of the flooring or finish.
- Finishes applied by you or the installer, including re-surfacing or re-coating.
- The normal wearing of the flooring or finish in an area, unusual/heavy foot traffic, spiked shoes and/or heels, including a reduction of sheen or gloss level of the finish.
- Changes in the natural wood caused by any stain or finish applied at the factory, or by you or the installer.
- Use of the wood in a commercial setting of any type, unless agreed upon prior to purchase, by Pioneer Millworks and the client.

## Terms And Conditions

Pioneer Millworks has created various grades and descriptions to quantify as best we can the board stock and finished product ordered. Due to the quirkiness and variability of our sources, these descriptions are very good, but not perfect guidelines. For this reason, we request that our customers review and agree to our terms and conditions.

Still have questions? Send us an email.

Thanks again for working with us to create your floor!

**Your Pioneer Millworks Team**