



Wood Product Warranty

Our warranty is simple, if our products fail because of a factor that is within our control, we'll replace it, guaranteed.

Pioneer Millworks is a triple bottom line company that places equal emphasis on People, Planet, and Prosperity. When we say we are committed to people in that ethos, we are not just talking about the folks that work for our company, we are talking about you, our clients and end users. We want you to love our reclaimed & sustainable wood products as much as we do, so if anything goes wrong, we are here to help make it right.

HERE IS HOW IT WORKS:

WARRANTY DETAILS:

- Pioneer Millworks will replace material of equal value and type which do not meet our grade specifications.
- All wood products will be kiln dried to average moisture between 6% and 9% prior to leaving our facility unless otherwise specified on the proposal, invoice, or specification sheet.
- Reclaimed material will be free of insect infestation before leaving our facility.
- Flooring with a UV-cured aluminum oxide finish will not fail for 20 years in residential and 5 years in commercial applications under normal use.
- The wear layer on our engineered flooring and paneling products will not separate from the platform under normal conditions.
- Prefinished materials have been prepared with strict adherence to the finish manufacturers guidelines to conform with their specific warranties.
- Accoya® products are warranted against rot for up to 50 years as detailed on the Accsys™ websites according to their terms and conditions. See www.accoya.com/why-accoya/warranties for more information.

WARRANTY REQUIREMENTS:

- The buyer must inspect material upon delivery and notify Pioneer Millworks of any issues within 72 hours of receipt of material. Please notify your sales representative or our customer service department at info@pionermillworks.com or (585) 924-9970 of any problems.
- Material with any defects in question or known issues must not be installed.
- A licensed, knowledgeable professional contractor is required for installation.

- Material must be acclimated according to Pioneer Millworks acclimation guidelines prior to installation. See **PioneerMillworks.com/customer-resources** For more information
- Job site conditions, installation, and maintenance must follow the National Wood Flooring Association guidelines for wood floors. See **nwfa.org** for more information.
- Maintenance of prefinished material must follow the finish manufacturer's guidelines. Please contact our customer service department for the specific finish used on your order.
- Exterior siding must be installed with a rain screen according to our installation guidelines. See **PioneerMillworks.com/customer-resources** For more information
- Accoya® products must be installed according to Accsys Technologies' printed instructions. See **www.accoya.com/downloads/#Warranty** for more information.

LIMITATIONS:

- Material is warranted for one year from the date of delivery to the original purchaser or original owner of any structure on which the material is installed. It is not transferrable or assignable to any other person.
- Pioneer Millworks will not accept returns of or provide refund for material that is extra, has been cut, installed, or otherwise altered.
- Replacements and/or refunds will be made at the sole discretion of Pioneer Millworks for a maximum equal value of original material purchased.
- Pioneer Millworks will only replace material that we have supplied, Pioneer Millworks is not responsible for installation, removal, shipping, or other associated replacement costs.
- While all reclaimed material containing original paint remnants is tested for lead by our acquisitions team, we cannot guarantee that any material is 100% free of lead or other contaminants.
- Material that has been improperly stored, installed, or subjected to extreme conditions is not covered by the warranty.
- We will not replace material that is showing normal wear and tear or experiencing natural wood movement and changes.
- Interpretation of this warranty is at the sole discretion of Pioneer Millworks.

We're always here to help. If ever you have questions or need any information about our products, finishes, or installation best practices, please call us.

Mandatory Arbitration: Any and all disputes arising out of or related to the sale or purchase of Pioneer Millworks products or materials, or our Warranty, Warranty Requirements, and Limitations shall be resolved exclusively by final and binding arbitration administered by the American Arbitration Association in accordance with the Expedited Procedures of the Commercial Arbitration Rules and shall be governed by the substantive laws of the State of New York. The arbitration shall take place in the County of Ontario, State of New York or such other location as the parties may agree before a single arbitrator.

