



WARRANTY

Our warranty is simple:

If our products fail because of a factor that is within our control, we will replace it. Guaranteed.

Pioneer Millworks Product Standards:

- All wood products will be kiln dried to average moisture between 6-9% prior to leaving our facility, unless otherwise specified on the formal quote.
- 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 settings 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 material has 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 website according to their terms and conditions. See www.accoya.com/why-accoya/warranties for more information

Pioneer Millworks Warranty Guidelines:

- Material must be inspected upon delivery. If you notice any discrepancies in color, milling or fitment (or damage sustained in transit), please notify the Pioneer Millworks Customer Experience Team within 72 hours after receipt of order.
- 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 Installation and Acclimation guidelines prior to installation.
- Job site conditions, installation, and maintenance must follow the National Wood Flooring Association guidelines for wood floors.
- Maintenance of prefinished material must follow the finish manufacturer's guidelines.
- Exterior siding must be installed with a rain screen according to our installation guidelines.
- Accoya products must be installed according to Accsys Technologies' printed instructions.

Pioneer Millworks Warranty Limitations:

- Material is warranted for one year from the date of delivery to the original purchaser or owner of any structure on which the material is installed. It is not transferrable to any other person.
- Pioneer Millworks will not accept returns of or provide refunds 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 this 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.

Legal Proceedings: Any and all legal proceedings arising out of or related to the sale or purchase of Pioneer Millworks products or materials, or our Warranty, Warranty Requirements, Terms and Conditions, and Limitations shall be commenced in the Supreme Court of the State of New York for the County of Ontario and shall be determined by the procedural and substantive laws of the State of New York. In the alternative, any dispute 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. 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. Pioneer Millworks and the Customer/Purchaser knowingly and voluntarily waive the right to a jury trial.

We are here to help!

Customer Experience Team

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pioneeermillworks.com