

### **30-YEAR RESIDENTIAL WARRANTY INFORMATION**

*Beckham Brothers & Co. recommends its Hardwood products be professionally installed.  
If not, no labour costs would be included should a valid claim be made.*

#### **QUALITY ASSURANCE**

Beckham Brothers Hardwood Floors are manufactured to the highest quality control standards in the industry. Every batch of Beckham Brothers flooring goes through 14 rigorous testing standards to ensure the quality of our Floors. Through the entire manufacturing process, we have Quality Assurance checkpoints in place to confirm the superiority of our Floors. The final step in our Quality Assurance process, is a rigorous third-party test by an independent ISO certified lab to re-confirm that our 14 quality standards have been achieved. We will not leave any stone unturned to ensure our promise to manufacture the perfect Hardwood floor.

#### **LIFETIME STRUCTURAL WARRANTY**

Beckham Brothers warrants our Hardwood Floors to be free from milling defects and delamination for the lifetime of the floor. Any damage due to improper transportation, storage, handling, installation, job site conditions or any other cause, is not covered by this warranty. As per industry standards, Beckham Brothers reserves the right for a 5% defect allowance, which is not covered under this warranty.

Wood is a natural product; it will expand and contract with changes in temperature, relative humidity and changes in seasons. Small amounts of gapping will occur in the width and length of the flooring boards. This is not a product defect.

Relative humidity in the home must be maintained between 30% to 50% throughout the year to validate the Lifetime Structural Warranty on your Beckham Brothers Hardwood floor. If necessary, humidification and/or dehumidification equipment should be employed to achieve the required humidity conditions and to minimize movement of your Hardwood floor

NOTE: During preparation and installation of the floor, all installations must adhere to the instructions and information found in the Beckham Brothers Installation Guide document.

NOTE: The Beckham Brothers Product Warranty will be applicable on Hardwood Floors if National Wood Flooring Association (NWFA) Installation Guidelines are followed when installing the floor.  
<https://www.nwfa.org/nwfa-wood-flooring-guidelines.aspx>



IT IS THE RESPONSIBILITY OF THE CUSTOMER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION.

FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT.

Beckham Brothers accepts no responsibility for labour, or out-of-pocket costs incurred to remove or install products.

**Installations over Radiant Floor Heating** systems can put excessive stress on the structural integrity of your new Hardwood floor. Certain precautions must be strictly adhered to. Please refer to the Installation Guide for more information about installing over Radiant Heating systems. If necessary, humidification and/or dehumidification equipment should be employed to achieve the required site conditions.

Please refer to the NWFA website guidelines for specific information. <https://www.nwfa.org/nwfa-wood-flooring-guidelines.aspx>

1. The heat provided by the Radiant Floor Heating system must never exceed 29° Celsius / 85° Fahrenheit at the floor's surface.
2. Introduce gradual heating over the course of several days whether turning on in-floor heating for the first time or after being off for an extended period.
3. The maximum difference between the moisture content of the flooring and subfloor must never be more than 2% at time of installation as per the NWFA Guidelines.

### **30-YEAR RESIDENTIAL WEAR WARRANTY**

Any claim on the 30-Year Wear Warranty must be easily noticeable and cover at least 20% of the total floor area for a claim to be considered.

Beckham Brothers warrants to the original purchaser that, under normal residential conditions, the finish wear layer of Beckham Brothers Hardwood flooring will not wear through or peel from the wood for a period of thirty (30) years from the date of purchase by the original purchaser.

Regular maintenance outlined in the Beckham Brothers Maintenance document must be followed in order to validate this warranty. This warranty is available to the original purchaser only and shall be limited to the repair, refinishing or replacement of the defective material. If the product cannot be repaired, refinished or replaced after a reasonable number of attempts, Beckham Brothers will, upon request, refund the original purchase price of the defective floor on a pro rate basis. Any attempt to repair, refinish or replace the defective product prior to inspection by Beckham Brothers or its appointed agent will invalidate this warranty.

Beckham Brothers may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the defective portion of the floor. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product.

### **WARRANTY EXCLUSIONS**

The following are expressly excluded from the Beckham Brothers warranties:

1. Scratches, dents, splits, cracks, grain raising, checking, splintering, or chipping that occurs (during or after the floor has been installed) as a result of abuse, improper care & maintenance or exposure to relative humidity levels outside the required 30-50% range.
2. Product that becomes faulty due to improper installation, neglect, environmental extremes, or improper storage of product. (Please read and adhere to all instructions and information found in the Beckham Brothers Installation Guide prior to preparation and installation of the floor.)
3. A failure of any Beckham Brothers Hardwood product relating to the subfloor, in any way. (The subfloor is the responsibility of the homeowner and installer.)
4. Any variation or reduction in gloss level.
5. Small cracks or delamination that develop from improper moisture control, flooding or excessive drying.
6. Natural expansion and contraction resulting in separation between boards or damage that includes cupping and crowning, caused by low or excessive humidity and/or temperature either during or after the acclimatization and installation process. (All wood Floors will expand and contract with the change of seasons.)
7. Wood flooring installed in full bathrooms with a shower or tub.
8. Fading or darkening as a result of exposure to ultraviolet sunlight. (Wood flooring overtime changes colour, naturally. Your Hardwood will ultimately be a different colour in areas not exposed to UV light i.e. under area rugs and furniture. Moving or rearranging rugs and furniture regularly, to expose the flooring to UV light, will allow your Hardwood to age and change to a more uniform colour.
9. Naturally occurring imperfections and variations in colour, grain and texture.
10. Normal wearing of the finish in high traffic areas, pivot points and seating areas.
11. Noises including, but not limited to, squeaks, popping, etc.

12. Product irregularity that is not measurable or that is visible only under certain lighting conditions or from a specific. (Visible defects should be evaluated by their prominence from a standing position in normal lighting.)

**WHAT BECKHAM BROTHERS WILL DO IN THE EVENT OF A WARRANTY CLAIM**

Beckham Brothers will, at its option, either repair and/or replace the Hardwood Flooring which is defective or credit you for the portion of the purchase price attributable to the Flooring which is defective. You are responsible to pay for all other costs related to the defective flooring (i.e. labour to remove Flooring, labour to install replacement Flooring, additional materials required to install replacement Flooring, removal of any household fixtures or furniture required to repair or replace the Flooring, hotel stays required due to repair or replacement, etc.).

Due to the nature of the product, replacement Flooring is not guaranteed to match the original Flooring in terms of colour, tone, pattern or other natural characteristics of wood. These remedies are your sole and exclusive remedies under this warranty.

**HOW TO MAKE A CLAIM**

Notify the dealer who sold you the material promptly, in writing. You must supply proof of purchase. Include the product name, quantity involved. Once the dealer verifies the claim, the retailer will notify a Beckham Brothers representative and if necessary, an inspection will be arranged. If you are unable to contact your dealer or are not satisfied with the dealer’s recommendation, please contact Beckham Brothers at 1-833-206-2767 or [info@beckhambros.com](mailto:info@beckhambros.com).

**PERCENTAGE OF COST REIMBURSEMENT**

Unless otherwise noted, all warranties are prorated.

RESIDENTIAL 30 YEARS			
CLAIM REPORTED	COVERAGE	CLAIM REPORTED	COVERAGE
1st to 6th years	100%	16th year	50%
7th year	95%	17th year	45%
8th year	90%	18th year	40%
9th year	85%	19th year	35%
10th year	80%	20th year	30%
11th year	75%	21st to 25th year	20%
12th year	70%	26th to 30th years	10%
13th year	65%		
14th year	60%		
15th year	55%		