

Warranty

Pre-Installation Warranty: Boards/planks containing manufacturing defects are eligible for replacement. Return unused boards/planks for free replacement material. However, material that is subjectively viewed as defective but meets Hallmark Floors' and industry standards for grade will not be replaced (see item 3 under exclusions). Boards/planks that are installed when visibly defective will not be eligible for replacement. Each Hallmark Floors board/plank is carefully inspected before leaving the factory shipped in sealed packaging to keep the product stable. Wood and vinyl materials have inherent character that cannot always be fully viewed in a display sample or hand set. Samples exposed to ultra violet light can also experience subtle changes.

Structural Warranty: Hallmark Floors warrants that the boards/planks will remain free from manufacturing defects for the indicated period in a commercial application. In the unlikely event that any structural aspect of the plank fails, Hallmark Floors will repair, replace, or refund the original purchase price of the floor (our option). The factory warranties apply only to the original owner and are non-transferable.

Finish Warranties: Our Truemark®, Surface Guardian®, and NuOil® finishes in commercial settings are guaranteed not wear through for the indicated period.

Radiant Heat Warranty: It is critical that the floor be installed to Hallmark Floors' specifications. The surface temperature of the floor should not exceed 85° F. Relative humidity should be maintained at a minimum of 35 to 40%. Hydronic, water-based systems must be used (see installation instructions and radiant heat guide for greater detail). Use of electric mat systems is not authorized. Installation with radiant heat should be performed using the floating installation method.

Products Excluded from Radiant Heat Warranty:

Chaparral (Hickory), Exotics (Brazilian Cherry, Sucupira).

Warranty List

Alta Vista	Light Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Buena Vista	Light Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Chaparral	Light Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Exotics	Light Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Hacienda	Light Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Heirloom	Light Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Moderno	Light Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Silverado	Light Commercial	5 Year Commercial Finish 10 Year Commercial Structural
FOMA Solid	Light Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Town & Country	Light Commercial	5 Year Commercial Finish 10 Year Commercial Structural
El Dorado	Commercial	10 Year Commercial Finish 20 Year Commercial Structural
San Simeon	Commercial	10 Year Commercial Finish 20 Year Commercial Structural



Exclusions to Warranties

1. Color Variation: Wood is a natural product and will vary in color and grain appearance from board to board. This is considered a natural aspect of the product. Although great care is taken in the production of our Luxury Vinyl Product environmental conditions can create small differences between production dates.

2. Ultraviolet Light/Sunlight Exposure: Subtle changes will occur (patina) in boards/planks when exposed to UV rays from sunlight or florescent and incandescent bulbs. Window coverings, UV resistant tint, solar screens can minimize but not eliminate this natural occurrence. Tropical species, such as Brazilian Cherry, (Exotic Collection), are more susceptible to UV light due to their high content of natural oils.

3. Pre-Installation Inspection of Boards/Planks: Boards/planks containing manufacturing defects are eligible for replacement. Return unused boards/planks for free replacement material. However, material that is subjectively viewed as defective but meets Hallmark Floors' and industry standards for grade will not be replaced. Boards/planks that are installed when visibly defective will not be eligible for replacement.

4. Reaction to Environmental Conditions: Wood is a product of nature. As a natural material, it will expand and contract as it gains and loses moisture. Some gaps between the boards during low-humidity seasons are normal and not considered a defect. Maintaining optimum humidity levels will minimize these occurrences. Luxury Vinyl Planks will expand as temperature rises and contracts as temperature falls.

5. Adverse Environment: Damage created by moisture (wood) or temperature (vinyl), sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, and pet claw damage is excluded from this warranty.

6. Improper Installation: Failure to follow installation instructions will invalidate the warranty. Cabinets and built in appliances should be installed prior to the installation of the hardwood floor. Cabinets and built in appliances should never be installed on top of the wood floor. Hardwood flooring should be installed at the same time as carpet after finishing walls, cabinet installation, appliance installation, tile and countertop installation.

5. Gloss Levels and Color Variation: Color and gloss level can vary from board to board.

6. Maintenance: Full compliance with maintenance instructions is required. Spills must be wiped up immediately to prevent damage to the boards. Use of steam cleaners will damage the floor and invalidate the warranty.

7. List of Approved Cleaning and Maintenance Products

TrueMark® - Bona Hardwood Floor Cleaner

NuOil® - Hallmark NuOil® Floor cleaner and Hallmark NuOil® ReNu

Surface Guardian® - Bona Kemi Stone, Tile & Laminate Cleaner

6. High Traffic Areas: High traffic areas may experience finish wear through. More than 10% of the total surface area must be effected for Commercial Finish Warranties to apply. All wood collections and Town & Country Luxury Vinyl Plank are approved for light commercial applications only. El Dorado and San Simeon Luxury Vinyl Plank Collections are approved for all commercial applications.

8. Internet Purchases: Hallmark Floors does not warrant product purchased on the internet. Only product purchased from an authorized displaying dealer and serviced locally will be covered under warranty. Any claim must be accompanied by an original dealer invoice and original dealer inspection report.

NOTE: See Hallmark Floors' website for full internet selling policy at www.hallmarkfloors.com

This warranty is limited to commercial use and does not apply to industrial use. When unauthorized maintenance products are used or when wet mopping occurs, the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, insects, building defects, floods, or circumstances beyond our control the warranty is no longer valid. Hallmark Floors will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time.

This commercial warranty applies to all Hallmark Floors products purchased after January 1, 2013. It is valid for the original purchaser only and is non-transferable. No agent, dealer, fabricator, installer, or employee of Hallmark Floors Inc., is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the unlikely event that warranty service is required, please contact your original Hallmark Floors retailer to arrange an evaluation of the floor.

