



Ancestral floors Warranty

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Structural Warranty

This warranty covers profiling and edge defects and applies to all fabrication defects. A 5% margin of imperfection is considered to be acceptable by industry standards and therefore variations within that standard range will not be construed as structural defects for the purpose of this warranty. The responsibility of Ancestral Floors under this warranty is limited only to the repair or replacement of defective material as they deem necessary to satisfy the complaint. If material replacement is necessary, there will be no allowance for labor costs. The final responsibility for inspection and acceptance of materials lies with the purchaser and/or the installer.

Lifetime warranty subject Ancestral recommendations

This warranty applies only to the original purchaser and is not transferable. Claims can only be filed by the original purchaser and must be accompanied by the original sales receipt.

Ancestral Floors will not accept any claims for materials installed with obvious defects.

Ancestral Floors cannot be held responsible for damages caused by water, furniture marks, pet damage or natural disasters. Ancestral Floors will not accept claims resulting from faulty handling, poor storage practices or non-adherence to recommended preparation. If a buyer employs a third party to install the flooring, that buyer is responsible for the judgment of that party. Ancestral Floors cannot be held liable for any faults resulting from the decisions or actions of the installer.

Before installing any board, the installer must inspect and accept that plank. Any board installed will be considered as acceptable and cannot be considered as part of a warranty claim for manufacturing or classification defect.

With age and light exposure all wood will change shade. This is a normal process with all wood flooring and will not be considered as a product defect.

This warranty is considered void if the floor is maintained by, or refinished not using Ancestral products.

Because wood is a natural product, all boards will expand and contract relative to the moisture content of the wood and the relative humidity in the environment. This is a natural phenomenon and is not subject to any warranty. Maximum stability can be attained by climate control of relative humidity between 40 and 50%. (Refer to the Ancestral Acclimation and Dimensional Stability information)

This present warranty excludes and replaces any and all others related to Ancestral Floors products. Therefore the buyer cannot under any circumstance bring whatever right or recourse against Ancestral Floors, no matter what the nature may be, except for those which are specifically provided for in the current warranty and to the conditions provided.

Floor Maintenance

Only Ancestral Products are recommended for use on Ancestral S pre-oiled floors. Please refer to the Ancestral maintenance section for a full explanation of products and their uses as well as the recommended maintenance procedures.