



Warranty Coverage

This following warranty applies exclusively to Bering Engineered Wood flooring. Our warranty coverage is extended only to the original purchaser of the flooring and is not transferable to any subsequent purchasers of residence, business/commercial or other locations where the flooring is installed. This validity of this warranty is contingent only upon strict adherence with Bering's installation and maintenance guidelines provided with your product. Basic maintenance and preventative measures must also be followed for this warranty to remain valid. Bering Finishes warrants the engineered wood flooring products to be without manufacturing defects in craftsmanship and material for the duration of 30 years following the initial installation date and when installed for residential applications (non-commercial use) and 10 years following the initial installation date when installed for light commercial or other applications. Bering warrants to the original purchaser that its flooring will remain free from manufacturer defects related to milling, delamination, dimension, and grading throughout the duration of the warranty term. Bering also warrants to the original purchaser against any manufacturing defects because of improper milling and/or grading. This warranty shall not include loss of time, inconvenience, incidentals (e.g. phone calls, labor and/or materials) acquired in the removal and/or reinstallation of the defective material, and any other incidental or consequential damages.

Implied Warranties

This warranty is not transferable and will only apply only to the original end purchaser. Bering does not allow any person or entity the authority to create for it any obligation or liability in regards to this product. Bering shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, ensuing out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or special damages, so the above limitations or exclusions may not apply to the purchaser. This warranty permits the purchaser with specific legal rights, such rights may vary from State to State.

WARRANTY TERMS

Within One Year

If a defect covered by this warranty is determined and written notification is made to the merchant from which the floor was purchased within (1) year of purchase, Bering will provide new flooring material of comparable color, pattern and quality to replace the defective area. Bering will also assume practical labor costs if professional installation was paid for at the time of the original flooring installation.

Within Two Years

If a defect covered by this warranty is determined and written notification is made to the merchant from which the floor was purchased within (2) years of purchase, Bering will supply new flooring material of comparable color, pattern, and quality to replace the defective area. Bering will also assume 50% percent of practical labor costs if professional installation was paid for at the time of the original flooring installation. *(continued)*



After Two Years

If a defect covered by this warranty is determined and written notification is made to the merchant from which the floor was purchased following (2) years of purchase, but within the warranty term as outlined below, as applicable, Bering will provide new flooring material of comparable color, pattern, and quality to replace the defective area. Bering will not assume responsibility for any labor costs. For additional questions pertaining to the terms of this warranty, please contact our Bering Customer Service directly at 855-792-1010.

LIMITED WARRANTY FOR RESIDENTIAL FINISH WEAR

With Bering's factory applied finishes, hardwood flooring installations are made simple. Each plank is ready for installation right out of the box and no additional sanding or staining required. The UV-cured finish applied to each plank ensures exceptional durability and wear resistance that Bering will warrant under typical residential conditions and applications, provided that Bering's flooring care and maintenance guidelines have been precisely followed, that the finish will not wear through or peel off of the hardwood floor throughout the duration of the warranty term of the purchased product. You should contact your Bering sales representative or Bering Customer Service at 855-792-1010 if you have additional questions about the length of your warranty term. In the event that the finish wears through or peels off of the hardwood flooring, Bering will, at our discretion, either: (1) replace the affected plank(s); (2) recoat the affected area. Please note that this limited warranty covers only for defects that cover at least 10% of the surface area of the installed flooring. NOTE: Gloss reduction, scratches and dents in the finish are not defined as surface wear and do not qualify for coverage under this warranty. Please note that some wood species such as Maple, Pine and Birch floors may require extra care. Because maple and Birch are naturally smooth wood, they are more likely to show visible scratches and dents than Oak or Pecan products. You should take these factors into account when choosing your flooring.

NOTE: WARRANTY LIMITATIONS (APPLIES TO ALL WARRANTIES UNDER WHICH BERING IS OR MAY BE OBLIGATED). Bering products are not warranted against noises such as squeaking, popping, or crackling. There may be potential for squeaking, popping, or crackling in the case of a floating installation method or in staple-down or nail-down installation methods. Noise from any source is not warranted. In addition, Bering floors are not warranted against staple or nail pullout from the subfloor.

WARRANTY EXCLUSIONS

Wood is a natural product and as such, naturally occurring variations in shading, tone, and graining should be expected and are considered normal. Bering does not warrant against these naturally occurring variations that appear in color or any other variations, including the presence of mineral streaks, small knots, and graining that vary from plank to plank. Bering also does not warrant against natural variations or gloss level that may differ from samples/models and the installed flooring product. Any sample or model presented or used by your seller is for demonstrative purposes only, and such sample or model DOES NOT imply a warranty of any kind that the goods you purchased shall conform to. Any warranties based on any such sample or models is specifically disclaimed. *(continued)*



WARRANTY EXCLUSIONS *(continued)*

- Damage to nearby structures, walls, subfloors, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything beyond the actual flooring product.
- Damage related to the growth of mold & mildew resulting from long-term moisture exposure.
- Flooring installed in outdoor environments.
- This Limited Residential Warranty does not cover damage related to casualty events associated with water contact and failures usually covered by homeowners' insurance including, but not limited to, damages caused by flooding or standing water from pipe leaks, faucets, or other household appliances. Damage produced by flooding or standing water from hydrostatic pressure or other casualty events is also excluded.

Improper Installation

The floor must be installed in accordance with Bering's installation guidelines. You can find detailed installation instructions online at www.beringfinishes.com/installation or by scanning the QR code located on your Bering Engineered Wood Flooring box. Damage resulting from unsuitable storage and handling, or installation methods is not covered by these warranties. Inadequate floor preparation, or deficiencies in, the subfloor/floor joist assembly, including but not limited to extreme floor deflection, uneven or irregular subfloor surface (particularly at joints) or voids in the subfloor, are not covered under these warranties. Always confirm that the subfloor meets the acceptable structural and manufacturing standards.

Incorrect Care and Maintenance

The floor must be maintained in adherence to Bering's installation and care & maintenance guidelines. Damage associated by inadequate maintenance is not covered under these warranties. Any use of a wet or damp mop on your wood floors with water or other substances are not covered by this limited warranty. Water damage because of improper installation or flooding caused by natural disaster, plumbing failures, etc. are not warranted. This limited warranty does not cover moisture damage that exceeds typical household spills, including, but not limited to: flooding, sitting water, leaks from appliances, plumbing leaks, or any repeated, uncontrolled exposure to water or moisture. This limited warranty does not cover damage that originates from subfloors. All sources of moisture or water underneath the floor is not covered under warranty. Inefficiencies or failures of other manufacturers' products at the subfloor assembly, including but not limited to subfloor material, fasteners, patching compound, adhesives, and other floor coverings are not covered by these limited warranties.

Any damage to your engineered wood flooring because of other manufacturers' products is not covered by this warranty. Other items not covered under the limited warranties include foot traffic during construction, abuse to the flooring surfaces; use of nailers, staplers, or adhesives that are not approved under Bering's installation guide; end gapping associated with mastic memory or incorrect seating of planks during installation; squeaking, popping, or crackling of any kind or from any source, including popping sounds due to depressions in the subfloor are not covered under these limited warranties. Noises from any origin is not warranted. Flooring damage that includes dents, scratches, or dulling of the finish is NOT covered. *(continued)*



WARRANTY EXCLUSIONS *(continued)*

Flooring damage that includes dents, scratches, or dulling of the finish is NOT covered. Cabinets as well as any other built-in appliances should always be installed before beginning installation of the engineered wood flooring. They should never be installed on top of floating wood floor. Pre-finished wood floors should be installed at the same time as carpets and always following any wall finishing to avoid damage from paint, dry wall dust, wallpaper adhesives, and other materials. Any failure to follow Bering's flooring care & maintenance guides will void this warranty.

Unsuitable Environment

Bering floors are not warranted against any manmade-originated damage or damage related to natural disasters, including but not limited to leaking or plumbing failures, landscape watering/irrigation, fire, flood, earthquake, insect infestation, or standing water at any time during or following construction. Bering will not warrant against: (1) infiltration of moisture from side walls, subfloors or from any other source; (2) typical finish wearing in heavy traffic areas, pivot points and seating areas; or (3) other unique events such as extremely low humidity (below 35%). In these low humidity conditions (below 35%), shrinking of planks and or visible surface checking and/or gapping. Flooring exposed to excessively low (below 35%) or high (above 55%) relative humidity ranges can result in irreparable flooring damage. Any deficiencies to maintain a suitable ambient environment will void this warranty.

Seasonal Checking

Cracks or checks that appear in the plank surface because of extremely low or high humidity levels, or any drastic changes in humidity are expected in all wood products and may alter your floor's finish. Checking is not covered under these Limited Warranties. In specifically arid low RH regions or environments, a humidification system may be needed to maintain suitable RH control (35% - 55%). Failure to maintain the recommended ambient environment will void this warranty.

Recoating and Finishing

Any changes made to the finish or finishes that are non-factory applied (finishes applied by the owner or installer), including but not limited to refinishing or recoating, are NOT part of the Limited Warranty defined as residential finish wear above and will not be covered under this warranty.

Natural Sunlight/UV Exposure

Exposure to sunlight and UV rays are known causes of wood aging and therefore can produce stains and/or fading of the wood or changes in color. This includes any showroom sample/models; therefore, fading or discoloration resulting from sunlight/UV exposure are not covered by these warranties. The use of drapes or shades are recommended to protect floors from the sun's most harmful rays. Samples or models in the showroom may fade as well, preventing an exact match to the new flooring. Custom finishing and staining of interior millwork and/or cabinets should be done from the actual installed flooring, rather than a showroom sample, for matching color and/or gloss. *(continued)*



WARRANTY EXCLUSIONS *(continued)*

Radiant Heating

Specific Bering brand engineered products are approved over radiant heated subfloors contingent upon strict adherence with Bering's installation guidelines related to radiant heated subfloors. The products approved for use over radiant heat must be expressly stated as approved for radiant heat within the specifications on the actual Bering sample board. Products that do not have this logo are not approved for use over radiant heat and are not warranted for this application.

Filing a Claim

Bering provides complete information about the installation and maintenance requirements of your Bering engineered wood flooring. If you have additional questions, please feel free to write or call us. If you suspect your flooring may have a defect that is covered under the warranty guidelines, you must directly report it to the Bering retailer where you purchased the flooring. Your retailer will be able to file the claim for you. In the case that you are unable to contact your Bering retailer or do not receive a satisfactory resolution, please contact Bering in writing. All written communication may be mailed to:

Bering Finishes

848 South 4400 West, Suite 2450
Salt Lake City, UT 84104
www.beringfinishes.com

****Please include a detailed description of the issue as well as any relevant photos if available, proof of purchase that discloses the flooring price excluding the cost of pad and labor.**

Contact Bering Customer Service 1-855-792-1010 or www.beringfinishes.com/contact