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Warranty
Information



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WARRANTY



Warranty Overview

Most flooring manufacturers provide warranties with similar limitations, but often these details are buried in fine print. At VOLO Floors, we believe in setting clear expectations up front. This overview is written in plain terms so you understand exactly what is—and is not—covered.

- **Topical Scratches & Normal Wear:** Not covered. Surface scratches, dents, scuffs, pet damage, or marks from furniture and grit are considered normal wear and do not qualify as defects.
- **Warranty Scope:** Coverage applies only in cases of major failure (such as peeling, delamination, or severe breakdown of the protective coating) or if the product itself structurally fails under normal residential use. This does not include if installation or post atmospheric conditions cause failure.
- **Purpose of Warranty:** The warranty is intended to protect you if the floor truly fails as a product, not for cosmetic issues or damage caused by daily life, improper climate, improper cleaning, or poor maintenance.

To maintain coverage, floors must be cared for using approved VOLO cleaning solutions and pH-neutral systems, which are safe for all hardwood finishes and LVP surfaces. The use of unapproved or harsh cleaners may cause damage and void coverage.

⚠ Important: It is imperative to carefully review and follow VOLO's Installation Guide and Maintenance Guide. Proper installation and ongoing care are critical not only to avoid problems but also to resolve any concerns under warranty. Failure to follow these guides may limit or void protection.

By setting realistic expectations and following proper care, you'll protect your investment, enjoy the natural beauty of your VOLO Floors, and have peace of mind knowing your warranty is in place if a true product failure occurs.



IMPORTANT

**READ THE
INSTALLATION, CARE &
MAINTENANCE GUIDE
THOROUGHLY**



WARRANTY

WARRANTY HOLDER

Numerous solutions that satisfy a broad range of uses and aesthetic preferences are produced by Volo Floors ("Volo Floors" or "we"). The original retail buyer of Volo Floors' flooring goods is granted all warranties in this Standard Limited Warranty (hereafter referred to as "this Warranty"), subject to the guidelines, restrictions, disclaimers, exclusions, and clauses outlined below. Subsequent owners are not permitted to use our warranties, nor are they transferable.

PERIOD OF WARRANTY PROTECTION

The following conditions, restrictions, disclaimers, and exclusions apply to the limited warranties provided by this warranty, which are valid for Volo Floors products acquired after January 1, 2014. These warranties do not cover installation services; they are only applicable to our flooring and finish goods.

STRUCTURAL INTEGRITY WARRANTY FOR LIFE

We guarantee to you, the original buyer, that: (a) Volo Floors products in their original manufactured condition will be free from defects in milling, dimension, assembly, and grade; and (b) when installed and maintained correctly by our Installation Instructions and our Care and Maintenance Guidelines, Volo Floors engineered flooring products will not delaminate (i.e., a separation in layers). This warranty is valid for the lifetime of the floor. Upon receiving your cargo, please inspect your flooring. As mentioned below, when flooring is placed, any obvious faults will not be covered by this warranty. Wood flooring that expands and contracts with the seasons is not covered by this limited guarantee. The date of shipment marks the start of all warranties.

BUYER'S OBLIGATIONS TO MAINTAIN WARRANTY

You must save your original sales invoice as proof of purchase to be protected by our warranties, both now and in the future. You or your installer must thoroughly check the items for any milling, dimension, or other visual flaws before installation to preserve coverage under the Lifetime Structural Integrity Warranty. The installer must hold out or chop off portions that have flaws while exercising a reasonable degree of selectivity. NOTE: This guarantee is void if you install any flooring that has known or obvious faults before going through the "Warranty Process" outlined below. The floor must be installed in a suitable setting and allowed to acclimate, which is your responsibility as well as that of the installer. We advise climatic temperatures between 60 and 80 degrees Fahrenheit and 35 to 50% humidity for the majority of installations. To retain coverage under the Structural Warranty about the delamination Warranty, you need to make sure that the flooring is put correctly and in compliance with industry standards, and you also need to take adequate care of your newly installed floor. We advise you to do a moisture test before installation and save the findings, together with the sales paperwork verifying that you used our suggested adhesives and all maintenance records since you will need to prove that the flooring was installed and maintained correctly to make a warranty claim.



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LIMITATIONS ON WARRANTIES

The warranties outlined in this Warranty do not apply to certain incidents beyond our control. Below you'll find a list of some of our warranty limitations not included anywhere else in this warranty. It is not intended that particular instances are exhaustive; rather, they serve as examples of a larger group of restrictions. The warranty does not cover conditions caused by incorrect maintenance or use, such as poor cleaning. The appearance of diminished gloss, stains, scrapes, gouges, and dents, or cuts-including those caused by dogs and spiked or damaged heels. Accidents, misuse, abuse, or carelessness (such as dragging goods across the floor without the necessary protection). Wear that occurs as a result of construction activity, sand, pebbles, or other abrasives, or from neglecting to repair the floor as needed. Damage can be caused by caster wheels and vacuum cleaner beater bars. Not providing floor protectors for furniture with a diameter of at least one inch, made of hard plastic or non-pigmented felt, lying flat on the floor, and being changed regularly. Floor problems that occur during or after installation, such as abuse, misuse, poor maintenance, excessive moisture exposure, unsuitable environmental conditions (such as low humidity or high humidity), splitting, cracking, grain raising, checking, edge fracturing, splintering, or chipping. Maintaining an appropriate humidity level between 35% and 55% may require the use of a dehumidifier or humidifier. As a result of low or high humidity and/or temperature during or after acclimatization and installation, resulting in damage, including cupping and crowning, or separation between the boards. Incorporated wood flooring into bathrooms with bathtubs or showers. Finish damage brought on by the application of tape of any kind, whenever and for whatever purpose. Color changes brought on by aging, moisture buildup, sunlight exposure, or UV radiation (which can oxidize finishes or stains). Variations in color, tint, or texture between replacement flooring, printed color photographs, samples, or other wood goods that you want to match in terms of cabinets, trim, stair railings, and so on, and the real material. Features of natural wood include regular color changes from board to board, knots, and variances in color and grain. Orders placed later on can have different dye batches, however this is not a fault. The typical aging of the finish is in places with lots of traffic, seating areas, and pivot points. Noises such as popping, squeaks, and so forth, but not exclusively. A flaw in a product that cannot be measured, appears only in specific lighting conditions, or at specific angles. The best way to assess visible flaws is to look at them in normal illumination while standing. Electric radiant heat. Products marked as "non-standard," "close-out," "seconds," "economy grade," or "off-goods." These products have no warranty coverage and are sold "AS IS." Damage or flaws brought on by construction or installation-related activities, such as installations done: (i) against applicable state or municipal building or housing codes; or (ii) not in accordance with the product's written instructions. Deficiencies of subfloor/floor joist assemblies, subfloor preparation supplies, and fasteners, such as subfloor voids, floor deflection, and uneven subfloor surfaces, among other things. Invasion of insects following shipment. Water- and subfloor-damaged floors can result from a variety of sources, such as burst or leaking water pipes, flooding, spills, wet mopping, or climatic or topographical factors. Damage brought on by terrorism, acts of God, fire, flooding, and other natural calamities.

NOTE: IT IS THE RESPONSIBILITY OF PURCHASERS AND YOUR INSTALLER TO INSPECT FLOORING BEFORE INSTALLATION. When flooring with visible defects or known defects has been installed, WE ACCEPT NO LIABILITY FOR LIABILITIES, CLAIMS, OR EXPENSES, INCLUDING LABOR COSTS.



WARRANTY

THE WARRANTY PROCEDURE

You (the original purchaser) must make a written claim to us as soon as possible if you think the flooring, you bought does not meet the warranties outlined in this Warranty. Your sales slip and proof of correct installation (such as pre-installation moisture test results and sales documentation for recommended adhesives) and maintenance are required if you are pursuing a claim under the Structural Warranty about the delamination warranty. In addition to discussing the storage and installation of the Volo Floors with your contractor and installer, Volo Floors retains the right to check the flooring and extract samples for technical study. Volo Floors will only pay for the services of an independent, professional inspector if it is determined that the product is at fault. If it is determined that the job site conditions are not up to NWFA standards, including improper material acclimation, inadequate installation, moisture breach of materials, improper moisture barrier, failure of radiant heat, improper cleaning, and any abuse of flooring such as high heel marks, Volo Floors will not pay the cost of an inspector.

VOLO FLOOR OBLIGATIONS FOR A COVERED EVENT

Depending on the type of defective area, we will if valid to our fair decision provide a replacement finish or floor product, at our option, with either a new stain or comparable flooring (of our manufacture and similar color, pattern, and quality), as applicable, if any of Volo Floors flooring products do not meet any of the applicable warranties in this Warranty. A percentage of the purchase price, corresponding to the failed flooring and finish, will be reimbursed in the event the replacement finish or flooring does not meet our warranty standards after reasonable efforts are made. Maintenance and replacement expenses are not included in our guarantee; only our product is covered. Volo Floors provides only these remedies under its guarantees.

EXCLUSIONS AND DISCLAIMER OF WARRANTIES

The responsibilities, limits, disclaimers, and exclusions under any of our warranties cannot be changed by any of our installers, retailers, distributors, or employees. We disclaim any liability for incidental, consequential, punitive, or special damages, and we will not be responsible for any of them under the terms of this warranty. By this, we mean any potential loss, cost, or harm resulting from a flooring problem that is not related to the flooring itself. For instance, most warranties do not cover things like replacing or removing cabinetry or fixtures, retail markups, third-party labor or installation, or additional expenses like lodging, food, or moving and storing furniture during the repair process. The only expressed or implied guarantees for the purchased product are our limited warranties.

DISCLAIMER: TO THE AMOUNT ALLOWED BY LAW, ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED APART FROM OUR LIMITED WARRANTIES DESCRIBED IN THIS WARRANTY. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES THAT ARIS UNDER STATE LAW AND ARE NOT ABLE OT BE DISCLAIMED ARE LIMITED IN DURATION TO THE LENGTH OF THE WRITTEN WARRANTY.

Thank you for trusting Volo Floors with your new flooring!

We appreciate your business and are honored to be part of your home transformation. Our team takes great pride in delivering high-quality flooring and we hope you love your new floors for years to come.

If you have any questions about care and maintenance, don't hesitate to reach out. We're always here to help! And if you ever need additional flooring solutions in the future, we'd love the opportunity to work with you again.

Enjoy your beautiful new floors, and thank you for choosing Volo Floors!

From,
Volo Floors



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