

Limited Residential Warranty

For Artisan Mills Home Roma engineered handscraped Acacia flooring.

Warranty Overview

This warranty document applies to the Artisan Mills Home Roma Collection, an engineered handscraped Acacia hardwood flooring product intended for approved residential installations. Coverage is limited to the original retail end-user purchaser and is not transferable.

Warranty Coverage Summary

Coverage	Summary
Limited Residential Finish Warranty	25-year coverage against finish wear-through or finish separation from the wood flooring under normal household use when properly installed and maintained.
Limited Structural Warranty	Coverage against defects in lamination and assembly in the original manufactured condition for as long as the original retail purchaser owns the product.
Pre-Installation Inspection	Flooring must be inspected before installation. Installation confirms acceptance of the material, color, grade, milling, dimension, and visible appearance.
Proof Required	Retain the sales receipt, product documents, installer information, and pre-installation moisture test results.

Who Is Covered

This limited warranty is provided only to the original retail end-user purchaser of the Artisan Mills Home Roma Collection. Warranty coverage is not transferable.

What Is Covered

- The product is warranted, in its original manufactured condition, to be free from defects in lamination and assembly for as long as the original retail purchaser owns the product.
- The finish is warranted not to wear through or separate from the wood flooring under normal household use for a period of 25 years when the floor is maintained according to approved care and maintenance guidelines.
- The product is warranted to meet applicable quality standards. Natural variation in color, tone, grain, texture, mineral streaks, knots, and character is expected in real wood flooring and is not considered a defect.

Owner and Installer Responsibilities

- Inspect all flooring before installation. Do not install flooring with visible defects or unacceptable color, finish, milling, dimension, or appearance.
- Install the flooring according to the Artisan Mills Home Roma installation instructions and applicable wood flooring industry standards.

- Confirm the jobsite, subfloor, environmental conditions, acclimation, and moisture levels are acceptable before installation begins.
- Keep pre-installation moisture test results. Moisture testing documentation may be required for warranty claim review.
- Maintain the flooring according to the Artisan Mills Home Roma Care and Maintenance document.
- Maintain appropriate indoor temperature and humidity throughout the year to help reduce seasonal movement, checking, gapping, or other moisture-related concerns.

Warranty Remedies

If a covered warranty event occurs during the applicable warranty period, Artisan Mills Home may, at its sole option, recoat, refinish, fill, repair, replace the affected area with comparable flooring, or refund the applicable purchase price for the affected material. Comparable flooring may vary in color, tone, grain, or pattern because wood flooring is a natural product.

Where the flooring was professionally installed, reasonable labor costs for direct repair or replacement may be covered during the first five years of the warranty period according to the warranty terms. Labor is not covered when the flooring was not professionally installed by a licensed or experienced installer.

What Is Not Covered

- Flooring installed in full bathrooms, wet areas, exterior areas, or locations not approved for hardwood flooring.
- Visible defects after the flooring has been installed.
- Color, shade, texture, grain, mineral streak, knot, or natural character variation between samples, displays, photography, replacement flooring, other flooring, cabinets, trims, stair parts, or other wood products.
- Changes in color caused by sunlight, UV exposure, aging, area rugs, window exposure, or normal patina development.
- Scratches, indentations, dents, gloss reduction, cuts, stains, or finish damage caused by sand, pebbles, pets, insects, furniture, appliances, casters, shoes, spike or stiletto heels, sharp objects, construction traffic, misuse, abuse, or lack of maintenance.
- Damage caused by fire, flooding, plumbing leaks, wet mopping, spills left unattended, standing water, excessive moisture, excessive dryness, subfloor moisture, weather conditions, natural disasters, or other conditions outside normal household use.
- Damage related to subfloor or floor joist deficiencies, improper subfloor preparation, excessive deflection, voids, uneven subfloor surfaces, improper fasteners, improper acclimation, or installation contrary to written instructions.
- Noises such as squeaks, pops, crackles, or movement not caused by a manufacturing defect in the flooring itself.
- Natural expansion and contraction, seasonal gapping, surface checking, or separation between boards caused by low or excessive humidity.
- Damage caused by tape, including painter's tape or other adhesive tapes, applied directly to the finished flooring surface.
- Products sold as bargain, cabin grade, seconds, close-out, discontinued, non-standard, or as-is material.
- Commercial installations unless a separate written commercial warranty applies.

Claim Requirements

If a concern occurs, contact the selling retailer first. Warranty claims must be submitted during the applicable warranty period and should include proof of purchase, product information, installation information, pre-installation moisture test results, photos, and a description of the claimed condition. Artisan Mills Home reserves the right to inspect the floor and remove samples for technical analysis when needed. This warranty provides the exclusive remedies described in this document. Incidental, consequential, special, punitive, or indirect damages are excluded to the fullest extent allowed by law.