

Riviera Collection

Engineered Hardwood Warranty

Residential structural, residential finish, and light commercial warranty information for Riviera engineered hardwood flooring.

50-Year

Residential Structural Warranty

50-Year

Residential Finish Warranty

5-Year

Limited Light Commercial Warranty

Warranty Coverage

Residential Structural Warranty: Riviera engineered hardwood flooring is warranted, in its original manufactured state, to be free from defects in lamination, assembly, milling, and grading for a full 50 years, or as long as the original purchaser owns the home.

Residential Finish Warranty: Riviera engineered hardwood flooring is warranted to the original purchaser that the aluminum-oxide urethane finish will not wear through for the lesser of 50 full years or as long as the original purchaser owns the home.

Limited Light Commercial Warranty: Riviera engineered hardwood flooring includes a limited 5-year light commercial warranty for approved non-industrial applications when installed and maintained according to all applicable instructions.

Approved Light Commercial Applications

Light commercial use is defined as use in approved non-industrial settings. Approved areas may include:

- Condominiums
- Executive offices, conference rooms, and board rooms
- Cafeteria or dining areas, excluding wet areas
- Doctor and dental offices
- Nursing home common areas
- Lounges, excluding service areas
- Classrooms
- Retail sales floors
- Hospitality rooms

Important: Areas with heavy foot traffic, such as airports, department store aisles, department store entrances, or similar high-traffic areas, are not warranted.

Installation and Product Acceptance

All Riviera installations must be performed according to the applicable Artisan Mills Home Riviera engineered hardwood installation instructions. Failure to install or maintain the flooring according to the manufacturer's instructions may void warranty coverage.

It is the responsibility of the installer and/or end user to inspect all boards before installation. Do not install flooring with visible defects. Once installed, the flooring is considered accepted by the installer and/or owner.

Product or labor costs related to boards installed with visible defects are not covered under this warranty.

Natural Wood Characteristics

Riviera engineered hardwood is made from natural wood. Color, tone, grain, mineral streaks, knots, and character variation are natural occurrences and are not considered defects.

New or replacement flooring may not exactly match display samples, website images, prior samples, or existing installed flooring because of natural variation, species characteristics, age, exposure to UV light, and normal color change over time.

Riviera flooring is not warranted for color variation when matching flooring to cabinets, stair railings, trim, moldings, furniture, or other wood products.

Normal exposure to sunlight may change the shading of any hardwood floor as it ages. Area rugs should be moved occasionally because they block sunlight and may create the appearance of discoloration beneath the rug.

Warranty Claim Review

The sole obligation under these limited warranties is to repair, replace, or refinish the affected flooring, in part or in whole, or to refund the defective product, as determined by the warranty provider.

A representative may inspect any warranty claim. Claims may not be processed if the product has been removed after installation before inspection by an authorized representative.

All installations must comply with the applicable installation instructions, moisture requirements, environmental requirements, and maintenance guidelines.

Warranty Exclusions

These warranties do not cover damage, changes, or conditions caused by:

- Indentations, scratches, stains, or surface damage
- Negligence, misuse, abuse, improper alterations, or insufficient protection
- Fire, water, moisture, plumbing leaks, floods, excessive heat, excessive dryness, or extreme weather conditions
- Erosion, pebbles, sand, grit, or other abrasives
- Pets, insects, spiked heel shoes, sharp objects, or furniture damage
- Color variation, natural grain variation, knots, mineral streaks, or other naturally occurring wood characteristics
- Failure to follow written installation, care, maintenance, moisture, or environmental instructions
- Improper maintenance or use of improper cleaning products
- Natural expansion and contraction, including seasonal separation between boards
- Damage caused by low humidity, excessive humidity, or failure to maintain a controlled interior environment
- Faulty vapor barriers, inadequate subfloor conditions, improper jobsite conditions, or acts of God

Environmental Requirements

Heating and ventilation systems must provide a controlled interior environment. Relative humidity must be maintained between 35% and 55%.

Concrete moisture emissions must not exceed 3.0 lbs per calcium chloride test method. Wood subfloor moisture content must not exceed 12% when measured with a pin-type moisture meter.

Products Sold As Is

No warranties apply to products designated as thrift, antique, tavern, bargain, cabin grade, seconds, economy grade, drops, or other non-standard items. Products sold under those designations are sold “as is.”

Limitations

Under these limited warranties, Artisan Mills Home Riviera engineered hardwood flooring will not be liable for indirect, special, incidental, consequential, or other costs, expenses, or damages of any kind, regardless of cause.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply in all cases. This warranty gives the purchaser specific legal rights, and other rights may vary from state to state.

This document is intended as a clean, Riviera-specific warranty summary based on the applicable warranty terms. Final warranty language should be reviewed before publication.