

HOMI Hardwood Floors

Urethane Hardwood Flooring

Limited Warranty

This Limited Warranty applies exclusively to urethane-finished solid and engineered hardwood flooring products (“Product”) manufactured and sold by Homi Hardwood Floors (“HOMI”). This warranty is provided only to the original end-user purchaser (“Customer”) and is non-transferable.

GENERAL TERMS AND CONDITIONS

Warranty Coverage

HOMI warrants that, when properly installed, used, and maintained in a permanently conditioned interior environment, the Product will conform to applicable ASTM standards for solid or engineered hardwood flooring, as detailed in HOMI’s current Installation Instructions and Care & Maintenance Guidelines.

The Product must be installed by a licensed, insured, and certified professional installer. DIY or handyman installations must strictly comply with all published installation requirements to remain eligible for warranty consideration.

This Limited Warranty does not apply to Products sold as “seconds,” “mill-run,” “closeouts,” “as-is,” or any materials designated as non-standard or irregular.

Exclusive Remedy

HOMI’s liability and the Customer’s exclusive remedy under this Limited Warranty are strictly limited to the repair, replacement, or refund of the defective Product only, provided the defect is visible and obvious. This warranty does not cover labor costs, removal, reinstallation, lost use, lost rents, occupancy costs, or any incidental or consequential damages.

Only one (1) warranty settlement—either replacement or refund—shall be provided per purchase. Once a claim is settled, no additional claims shall be honored.

If the original Product is discontinued or unavailable, HOMI reserves the right to substitute a Product of equal or greater value at its sole discretion.

Replacement obligations apply only to the affected area, provided a suitable match is available. Determination of suitable match and scope of replacement shall be at HOMI’s sole discretion.

Manufacturing Defect Warranty

The Product is warranted to be free from manufacturing defects for a period of three (3) years from the date of purchase. All claims must be reported within thirty (30) days of discovery.

Wear Warranty

When installed and maintained in accordance with all guidelines, the Product will not wear through the urethane finish layer under normal use as follows:

Residential Use:

- Limited Lifetime Structural Warranty
- Limited 25-Year Finish Warranty

Light Commercial Use:

- Limited 10-Year Structural Warranty
- Limited 5-Year Finish Warranty

Warranty coverage continues only for the remaining portion of the original warranty term after corrective action.

Refunds, if elected by HOMI, shall be prorated based on time in service.

Labor Warranty

Labor costs are not covered. Installation of flooring constitutes acceptance of Product quality. Installation of material with visible defects voids warranty coverage for those materials.

Failure to perform proper pre-installation testing, absence of required vapor barriers or use of unapproved adhesives voids all warranty coverage.

Pet Resistance Warranty

The urethane finish provides resistance to surface scratching and staining from common household pets, provided claws are routinely trimmed and filed. This warranty does not cover deliberate scratching, gouging, or damage from neglected pet maintenance. This warranty does not cover pet saliva, urine, feces, or water bowl/food bowl claims.

Installation & Adhesive Requirements

Substrate preparation must comply with all applicable CSI, ACI, ASTM, and NWFA standards. Use of third-party adhesives not expressly approved by HOMI is subject to review and may void warranty coverage, including but not limited to issues related to bond failure, shrinkage, expansion, peaking, cupping, curling, or dimensional instability.

HOMI reserves the right to inspect and test uninstalled and installed materials, substrates, and installation conditions.

WARRANTY EXCLUSIONS

This Limited Warranty does not cover, and HOMI shall not be responsible for, damage or failure caused by:

- Installation over radiant heating systems.
- Excessive heat sources, prolonged direct sunlight, UV exposure, or high-temperature equipment.
- Cracking, warping, delamination, curling, or structural movement.
- Stains from dyes, salts, fertilizers, oils, sealers, markers, or chemical contaminants.
- Substrate failure, including improper flatness, smoothness, or moisture conditions.
- Heavy static loads, point loads, rolling loads, stiletto heels, spikes, skates, or dropped objects.
- Mechanical abuse, misuse, negligence, structural damage, seismic activity, flooding, fire, or natural disasters.
- Use of ANY tape or adhesives on the flooring surface.
- Dirt, grit, or abrasive debris due to inadequate walk-off protection, such as rugs and mats at doors.
- Organic growth including mold, mildew, or fungi due to trapped moisture.
- Normal variations in color, shade, gloss, texture, or embossing.
- Excessive wear due to improper maintenance.
- Water damage from plumbing failures, leaks, flooding, or weather events.
- Slip resistance or slip-and-fall-related claims.
- Seasonal gapping, surface checking, or minor separation due to humidity variance.
- Failure to maintain indoor relative humidity between 35%–55%.
- Removal or replacement of Product prior to inspection.

CLAIMS PROCEDURE

All claims must be submitted within thirty (30) days of discovery and must include:

- Completed warranty claim form
- Proof of purchase
- Photographs of the issue
- Pre-installation testing documentation
- Independent inspection reports, if available

A minimum of three (3) to four (4) uninstalled planks must remain onsite in original packaging. Removal of Product prior to inspection may void this warranty.

LIMITATION OF LIABILITY

All implied warranties, including merchantability and fitness for a particular purpose, are limited in duration to the applicable finish warranty period. HOMI shall not be liable for incidental or consequential damages, including but not limited to removal of moldings, cabinets, appliances, drywall, paint, relocation costs, or loss of use.

GOVERNING LAW

This warranty shall be governed by and construed in accordance with the laws of the State of California. Any dispute arising from this warranty shall be brought exclusively in the courts of Los Angeles County, California.

ALL WARRANTIES NOT EXPRESSLY STATED HEREIN ARE DISCLAIMED.