

HOMI Hardwood Floors Oil-Finished Hardwood Flooring Limited Warranty

This Limited Warranty applies to oil-finished solid and engineered hardwood flooring products sold by HOMI Hardwood Floors ("HOMI"). Coverage is provided exclusively to the original purchaser and applies only to flooring installed indoors within a permanently climate-controlled environment. This warranty is non-transferable.

APPLICATION AND COVERAGE

HOMI guarantees that its oil-finished hardwood flooring products, when stored, installed, used, and maintained in compliance with HOMI Installation Instructions and Care & Maintenance requirements, will meet applicable ASTM performance standards.

Installation must be performed by a licensed and insured professional installer. Non-professional or homeowner installations remain eligible only if all technical requirements are strictly followed. Flooring sold as seconds, mill-run, closeouts, "as-is," or otherwise designated as non-standard is excluded from coverage.

AVAILABLE REMEDIES

HOMI's obligation under this warranty is limited to the affected flooring material only. At HOMI's discretion, remedies may include repair, replacement, or a prorated refund of the original purchase price. Labor, removal, reinstallation, loss of use, loss of income, or incidental or consequential costs are not covered.

Only one warranty resolution may be issued per purchase. Once resolved, no additional claims may be made. If the original product is unavailable, HOMI may substitute a product of comparable or greater value.

Repair or replacement will be limited to the affected area, provided a compatible match is available, as determined solely by HOMI.

MANUFACTURING QUALITY COVERAGE

The Product is warranted against manufacturing defects for three (3) years from the date of purchase. Claims must be reported within thirty (30) days of discovery.

STRUCTURAL AND FINISH PERFORMANCE

When installed and maintained in accordance with all published guidelines:

Residential Applications:

- Limited lifetime structural performance
- Limited lifetime maintainable oil finish from date of purchase

Light Commercial Applications:

- Limited ten (10) year structural performance
- Limited lifetime maintainable oil finish from date of purchase

Corrective action does not extend or restart the original warranty period.

INSTALLATION ACCEPTANCE AND LABOR LIMITATIONS

Installation constitutes acceptance of the product's appearance and condition. Flooring installed with visible defects is excluded. Failure to conduct proper pre-installation testing, absence of required vapor barrier, or use of non-approved adhesives voids warranty coverage.

PET PERFORMANCE

The oil finish resists common household pet staining when routine nail care is maintained. Damage caused by excessive scratching, gouging, or inadequate pet care is excluded. This warranty does not cover pet saliva, urine, feces, or water bowl/food bowl claims.

SUBSTRATE AND INSTALLATION MATERIAL REQUIREMENTS

Subfloor preparation must comply with CSI, ACI, ASTM, and NWFA standards. Use of adhesives or materials not approved by HOMI may result in denial of claims related to adhesion, movement, cupping, curling, peaking, or dimensional instability.

HOMI reserves the right to inspect and test installed or uninstalled materials, substrates, and site conditions when evaluating claims.

EXCLUSIONS

This warranty does not cover damage resulting from:

- 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.
- Improper oil maintenance and use of non WOCA products for 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.

CLAIM SUBMISSION REQUIREMENTS

Claims must be submitted within thirty (30) days of discovery and include proof of purchase, photographs, pre-installation testing records, and inspection reports if available. A minimum of three (3) to four (4) unopened planks must remain onsite in original packaging. Removal prior to inspection may void coverage.

DISCLAIMERS AND LIMITATION OF LIABILITY

All implied warranties, including merchantability and fitness for a particular purpose, are limited to the applicable finish warranty period. HOMI is not responsible for incidental or consequential damages, including damage to surrounding finishes, furnishings, or relocation costs.

GOVERNING LAW AND VENUE

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

ALL WARRANTIES NOT EXPRESSLY STATED HEREIN ARE DISCLAIMED.