



Warranty

The warranty applies solely to original purchaser purchasing through an authorized dealer where product have been paid in full.

Oakel City warrants its pre-finished engineered hardwood flooring to be free from defects in the structure, machining, and final dimension under normal residential usage for a period of 25 years from the date of purchase.

We also warrant that its UV Cured aluminum oxide finish with residential application, used under normal residential conditions, with recommended maintenance procedures will not wear through or separate from the hardwood flooring.

Oakel City is not responsible for any issues resulting from excessive moisture such as but not limited to cupping, warping, shrinkage, twisting or buckling, splits and checks, any issues resulting from sub-floor inadequacies or failure to follow maintenance procedures.

The warranty does not cover installation of defective boards, installation denotes acceptance. It is the installer's responsibility to examine the products prior to installation and cull out unacceptable boards.

Any issue resulting from fire, intentional abuse, and damage caused by flooding, plumbing and appliance leak, water spillage, water leakage through sliding glass door, vacuum cleaner beater bar, improper caster wheels, and cutting from sharp objects, and any exterior application, is not covered by this warranty. Damage caused by pets, spiked heels, negligence, insects, wet moping, water or use of non-recommended maintenance procedures are also not covered by this warranty.

Variation of color, shade, or texture of the flooring delivered from those shown on samples or photographs are not considered a defect. Discoloring from heat or sunlight, and gloss and color reduction is not also considered a defect. Those are not covered by this warranty.

Slight color and tone variations may occur. This is to be expected and accepted when matching old with new flooring.

The warranty does NOT cover any loss of time, inconvenience, incidental expenses, such as, but not limited to cost and labor incurred in the removal or re-installation of the defected or affected materials, and any other incidental or consequential damages or costs.