

PONDERS HOLLOW

Custom Wood Flooring & Millwork

Solid Wood Flooring Limited Warranty

Limited Warranty

Ponders Hollow Custom Wood Flooring & Millwork, Inc. (herein called "Ponders Hollow") warrants to the original buyer that its solid wood flooring and paneling are free of defects in quality, specifications of grade, width and thickness agreed to between buyer and Ponders Hollow as herein provided. These products are designed to stand the test of time as long as the flooring and panel products are installed in accordance with recommendations provided by the National Wood Flooring Association. These recommendations include but are not limited to maintaining the proper temperature and relative humidity requirements recognized for maintaining a hardwood floor. This warranty cannot be expanded or modified in any way by a contractor, installer, distributor or any entity except in writing by an officer of Ponders Hollow.

Ponders Hollow will arrange for the replacement of any flooring that is not manufactured in accordance with this Warranty and rely on the professional installer to cull out any mis-manufactured flooring that may have been missed during the inspection process by Ponders Hollow. Any flooring found to have obvious defects should not be installed. Ponders Hollow will not be held responsible for any visual defects after installation.

Ponders Hollow relies on the resources of the National Wood Flooring Association for their expertise and training on the proper environmental conditions, installation techniques, handling and storage, sanding and finishing, subfloor requirements etc. The NWFA Wood Flooring Installation Guidelines 2025 revision and/or website should be consulted for detailed information on any of these flooring related topics.

Claim Process

Ponders Hollow reserves the right to verify and inspect any and all warranty claims. Warranty claims may be investigated and inspected by company personnel and/or NWFA Certified Hardwood Flooring Inspectors at our option. Some defect claims may require the removal of samples for analysis. Responsibility for replacement costs of materials will be determined after cause and analysis is made. Ponders Hollow will repair and/or replace any material deemed defective at our option. Ponders Hollow will directly reimburse the original purchaser. If defective flooring is unable to be repaired in a reasonable number of attempts, Ponders Hollow will reimburse the original purchaser the purchase price of the flooring for the defective portion of the floor.

END USER RESPONSIBILITIES:

- End user must retain the original sales receipt.

- End user must follow proper maintenance and floor care procedures, using proper maintenance and cleaning products as prescribed for the applicable coating type (see coating manufacturers instructions).
- Hardwood flooring is a natural product. Wood expands and contracts according to humidity and moisture conditions. **Humidity within the space where wood flooring is installed should be maintained between 30% and 50% and temperature of 60° - 80° F year-round.** Failure to do so could result in cupping, cracking, gapping and other floor failures.

INSTALLER RESPONSIBILITIES:

- Carefully follow the most recent revision of the Ponders Hollow Installation Guidelines, and consult the NWFA Wood Flooring Installation Guidelines 2025 revision when needed. The NWFA website should be consulted for detailed information on any of these flooring related topics.
- Verify that the flooring has been properly acclimated before installation.
- Verify that installation and/or site conditions are adequate for the installation and ensure that humidity and temperature conditions are maintained during acclimation and installation.
- Verify that the subfloor is clean, dry, flat, and structurally sound per the requirements listed in the NWFA Guidelines.
- Check the flooring for manufacturing defects and/or visible damage. Verify **prior** to installation that any wood flooring that will be installed has been manufactured within acceptable tolerances and is visually satisfactory to the end-user. When in doubt, do not install.

WARRANTY DISCLAIMERS (Things not covered by Ponders Hollow Warranty):

- Wood flooring installed in full bathrooms with a shower or tub
- Damage caused by fire, flooding and other natural disasters and/or Acts of God
- Damage caused by negligence, accidents, misuse or abuse
- Damage caused by vacuum cleaner beater bar or hard heads
- Damage caused by appliances, furniture, and casters
- Damage caused by cutting from sharp objects
- Reduction in gloss, scratches, or indentation due to sand, pebbles or other abrasives, debris, pets, insects, construction traffic, or failure to maintain the floor as required
- Color, shade, or texture variations between planks
- Changes in color due to exposure to air, sunlight and age
- Noises (squeaks, etc.) associated with anything other than the manufacture of the flooring not in accordance with this warranty
- Naturally occurring wood characteristics such as variation in grain, mineral streaks, and knots
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners including but not limited to uneven subfloor surfaces, floor deflection, voids in the subfloor, or excessive moisture in the subfloor
- Natural expansion and contraction resulting in separation between boards or damage caused by excessively high or low humidity
- Minor cracks or separations between the flooring boards caused by expansion and contraction due to seasonal changes
- Cupping or crowning in the flooring boards due to excessive subfloor moisture or low humidity
- Products designated as “thrift,” “antique,” “tavern,” “bargain,” “cabin grade,” “economy grade,” “rustic,” “close-out,” “off-goods,” “non-standard,” and/or products sold “AS IS”
- Construction or installation-related damage
- Floors damage caused by subfloor moisture or water damage, including without limitation to broken or leaking water pipes, flooding, wet mopping spills or weather conditions

- Installation defects including installations made in violation of applicable state or local housing or building codes, or contrary to the NWFA Guidelines. When in doubt, do not install.

Responsibilities for a Quality Floor

Quality flooring is the result of skillful manufacturing, thoughtful installation and care in maintenance. There are five supporting actors in assuring a quality floor: the manufacturer that produces the floor, the builder of the home or project, the “finisher” of the floor, the installer, and the end user.

The manufacturer has quality control procedures in place to assure that the solid flooring and panel products they manufacture are accurately produced. The manufacturer declines responsibility for floor failure resulting from inappropriate or improperly prepared subfloors, job site environmental deficiencies or improper care and maintenance.

The home or project builder is responsible for assuring that the environment inside the home or project is stable and meets the humidity and temperature parameters for solid wood flooring. If the home or project is not “conditioned” within the recommended temperature and relative humidity range and the environment for the floor is not under control prior to installation, the warranty is voided and the responsibility for any replacement falls on the builder. **The installation site should have a consistent room temperature of 60° - 80° F and a constant relative humidity level of 30 – 50% for a minimum of 5 days prior to installation of any solid wood flooring products.**

The “finisher” applies a finish based on the home owner’s desires in terms of level of sheen, color, application of additional effects such as wire brushing, hand scraping, number of coats and hardness of the final coat of finish. **The finisher provides a warranty separate from the flooring manufacturer.**

The installer assumes responsibility for the final inspection of product quality. This inspection of all flooring should be done before installation. Carefully examine the flooring for color, finish, and quality before installation. Use reasonable selectivity and hold out or cut off pieces with glaring defects, whatever the cause. The use of stain, filler or putty for the correction of defects during installation should be accepted as normal procedure.

After installation, the end user is responsible for the care and maintenance of the floor. The use of water and harsh chemicals can ruin a floor and must not be used for maintenance. It is up to the homeowner to maintain the proper humidity level of 30% to 50% and use maintenance products designed for the type of finish that was applied. **There is no warranty coverage for wear and tear associated with daily living or improper maintenance.**

EXCEPT FOR THE FOREGOING LIMITED WARRANTY PONDERS HOLLOW MAKES NO OTHER WARRANTY OF ANY KIND WHATEVER, EXPRESS OR IMPLIED; AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE AFORESAID OBLIGATION ARE HEREBY DISCLAIMED BY PONDERS HOLLOW AND EXCLUDED FROM THIS LIMITED WARRANTY. PONDERS HOLLOW SHALL NOT HAVE ANY LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL

**DAMAGES ARISING FROM OR RELATED TO ITS SOLID WOOD FLOORING OR
PANELING OR OTHER PRODUCTS.**