



**Traverse Hardwood Flooring
Stanley Stephens Company, Inc. • 1977**

Warranty Statement

Cotswold and Baltic Treasures Wood Flooring

Cotswold and Baltic Treasures Wood Flooring warrants, to the original purchaser (cannot be assigned or transferred), that the flooring is first quality material, in its original manufactured condition, and will be free from any manufacturing defects in milling and dimension. Cotswold and Baltic Treasures Wood Flooring engineered wood flooring is warranted against delamination of the top layer due to bond line failure. This limited warranty does not cover the normal expansion and contraction of wood flooring due to seasonal changes.

Cotswold and Baltic Treasures Wood Flooring warrants, to the original purchaser, that the factory finish will not wear through or separate from the wood for **25 years residential / 5 years commercial** from the original date of purchase, on all prefinished flooring sold by either brand.

FROM END OF FIRST YEAR THROUGH END OF WARRANTY PERIOD (COMMERCIAL – 5 YEARS, RESIDENTIAL – 25 YEARS), Cotswold and Baltic Treasures Wood Flooring will supply finishing materials for repair of affected areas, free of charge, but will not pay labor costs for refinishing. This offer does not include incurred costs such as furniture removal, substrate materials, and supplies. Incidental damages are also excluded from warranty, including but not limited to loss of use of flooring or facilities/equipment, loss of profit or revenue, downtime, etc.

This writing is the complete and exclusive statement of the limited warranty and is in lieu of all other expressed and/or statutory warranties. Neither Cotswold nor Baltic Treasures Wood Flooring assumes liability for incidental or consequential damages. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may have other rights as they vary from state to state.

Failure to follow NWFA Installation Guidelines will void the Cotswold and Baltic Treasures Wood Flooring warranty. Issues of workmanship by the installer are outside the control of Cotswold and Baltic Treasures

Wood Flooring and cannot be covered. Movement due to moisture changes, including construction methods or materials, plumbing, other trades, and weather or natural disasters is excluded. Warranties described herein apply only to Cotswold and Baltic Treasures Wood Flooring.

INSTALLATION OF ANY FLOORING CONSTITUTES ACCEPTANCE OF

The Flooring, The GRADE, The MILLING, AND The FINISH.

CONFIRM PRIOR TO INSTALLATION that the flooring is of satisfactory appearance, including any variations when mixing widths and/or products of different production times.

Once installed, Cotswold and Baltic Treasures Wood Flooring will not honor any claims concerning the appearance of the floor.

Claims Information

In the unlikely event that any portion of your Cotswold and Baltic Treasures Wood Flooring should fail with respect to the provisions of the limited warranties, Cotswold and Baltic Treasures Wood Flooring, at its sole option, to the original purchaser, will repair, refinish, or replace such portion at no cost to you with the same product or one of equal value. If either brand is not able to correct the failure after a reasonable number of attempts, a refund of the purchase price for that portion of the floor may be issued upon request.

To file a claim, first contact the retailer where the original purchase was made. Claims must be filed within the warranty coverage period with information verifying the date of purchase, such as the retail sales receipt for the flooring. Cotswold and Baltic Treasures Wood Flooring reserve the right to have an NWFA Certified Inspector designated to inspect the floor and remove samples for analysis. Any attempt to repair, replace, or refinish prior to such inspection and approval may void the warranty.

Limited Warranty Exclusions (Cotswold and Baltic Treasures Wood Flooring)

- Damage from stains, scratches, gouges, cuts, negligence, insects, pets, abrasives, misuse, furniture, scooters, appliances, etc.
- Improper sanding or finishing.

- Unusual conditions or high-traffic commercial environments.
- Moisture, hydrostatic pressure, or alkaline issues.
- Flooding or wet mopping.
- Gloss reduction and lack of walk-off mats.
- Color variation from samples or illustrations.
- Cracks/splits from improper humidity (must remain 30%–50%).
- Warping/debonding from low humidity (below 30%).
- Installation with visible defects.
- Improper maintenance or care.