

Sustainable **LUMBER CO.**

P.O. Box 18315
Missoula, MT 59808
PH: (406) 642.7120 ⊕ FX: (406) 203.0856

Flooring Disclaimer

Owner and installer responsibilities

Wood is a natural material that possesses certain unique characteristics. Sustainable Lumber Co. flooring manufactures in accordance with the highest standards of quality and craftsmanship. Standard trade practice allows up to 5% margin of error for natural imperfections and manufacturing defects.

The following requirements are the responsibility of the floor's owner, even if the owner is absent at the time of installation:

- ❖ Prior to installation, the installer and owner must ensure that the work environment and subfloors meet or even exceed minimal specification listed in the Sustainable Lumber Co. installation guide.
- ❖ Prior to installation, the installer and owner should conduct a final inspection of grade, color, manufacturing, and finish quality of boards to ensure that the floor conforms to the purchased product.
- ❖ During installation, the installer should not use boards that raise doubts about the grade, color, manufacturing quality or finish. Sustainable Lumber Co. will replace only defective boards, not exceeding the 5% margin of error allowed by industry standards.
- ❖ Sustainable Lumber Co. shall in no case be liable of installer's lack of judgment or poor quality of installation.
- ❖ Once installed, all boards are considered as having been accepted by the installer and owner, even if owner is absent at time of installation.

Exclusions due to certain inherent properties of wood

Wood expands and contracts according to variations in humidity. Even if flooring is properly installed, narrow gaps and slight distortions can occur. Moreover, exposure to light alters the color of all wood species. Areas covered with area rugs, furniture, construction paper, and any other light blocking objects will result in color variations.

Exclusive provision for all our flooring lines

Our flooring lines are designed for a rustic appeal. Appearance of certain characteristics visible at time of purchase or developing over time, including but not limited to, the following:

- ❖ Pronounced color variations
- ❖ Color fading
- ❖ Mineral streaks
- ❖ Open and closed knots
- ❖ Bug holes
- ❖ Holes
- ❖ Checks
- ❖ Cracks and splits
- ❖ Partial or irregular milling of floorboard edges
- ❖ Localized variable thickness
- ❖ Subsidence of character traits
- ❖ Separation within character traits
- ❖ Elevation of some character traits, which become more prominent
- ❖ Localized deterioration of finish near character traits

These characteristics are considered normal for our flooring lines.