

THANK YOU FOR CHOOSING PRAVADA!

Thank you for choosing Pravada engineered hardwood flooring. Eligible residential products are backed by a 35-Year Limited Structural Warranty. Factory-applied UV-lacquer finishes have a 15-Year Limited Residential Finish Warranty, extended to a total of 35 years with qualifying registration. Oil-finished products have no voluntary finish warranty; eligible structural coverage remains available. Coverage, remedies and exclusions are set out below. Contact 1-888-772-8232 (1-888-PRAVADA) or visit pravadafloors.com.

IMPORTANT!

REGISTER YOUR PRAVADA FLOORS

Register within ninety (90) days of purchase at pravadafloors.com/pages/product-registration to obtain the registered structural proration benefits and extend eligible UV-lacquer finish coverage from 15 to a total of 35 years. Keep your receipt and registration confirmation. Without registration, the base coverage and unregistered percentages apply. Your non-waivable legal rights are unaffected.

pravadafloors.com

RESIDENTIAL LIMITED WARRANTY

This warranty supersedes and replaces all previously published warranty versions for the products covered by this document, to the extent permitted by applicable law.

This voluntary warranty applies only to the original purchaser and original installation site and is non-transferable. No dealer, installer, agent or distributor may modify it on Pravada's behalf. Rights and remedies that cannot lawfully be excluded remain unaffected.

INSPECT BEFORE INSTALLATION - DO NOT INSTALL VISIBLY DEFECTIVE PLANKS

REGARDING ALL WARRANTY COVERAGE.

Installation constitutes acceptance of appearance and conditions reasonably apparent before installation. It does not waive otherwise covered latent manufacturing defects. Follow the written installation and care instructions applicable to the particular product and finish. Damage caused by improper installation, handling, use or maintenance is excluded.

Natural variations in wood grain, colour and texture are not defects. Normal gloss reduction and seasonal movement are not covered finish wear or manufacturing defects. Scratches, dents, stains, pet damage, high heels and spills are excluded where caused by use or external conditions. Pravada recommends installation by an experienced hardwood flooring professional.

NOTE: The voluntary finish warranty does not apply to UV oil, hardwax oil or natural oil products. This exclusion does not remove otherwise applicable structural coverage.

INSTALLER/OWNER RESPONSIBILITY.

The installer and owner must inspect flooring before and during installation. Set aside suspect material and notify the retailer before installing it. Do not install boards with visible defects or an unacceptable appearance. Natural variation is an expected characteristic of wood.

Up to five percent (5%) of the supplied material may require selection, trimming or culling for natural grading variation or visually apparent milling imperfections. This pre-installation allowance does not exclude otherwise covered latent manufacturing defects or permit damage caused by a manufacturing defect to be treated as normal variation.

Confirmed covered defects are subject to the remedies and proration stated in this warranty. The maximum voluntary remedy is based on the price Pravada invoiced for the affected material, not the purchaser's total project cost, subject to applicable law. Labour and installation costs are not covered unless Pravada expressly agrees in writing.

INSTALLATION GUIDE.

Use the finish-specific installation guide at pravadafloors.com. Confirm the product/SKU, batch and finish from carton labels and specifications for your purchase. UV-oil and UV-lacquer guides are separate. Obtain clarification before installation if information conflicts.

CAUTION! Incorrect tools or methods can cause puckering or other damage. Damage caused by unsuitable tools or improper installation is excluded. Never apply tape or self-adhesive protection directly to the finished floor.

FLOOR CARE & MAINTENANCE.

Follow the finish-specific Care & Maintenance Guide and the cleaning requirements in this warranty. Do not clean with plain water, wet mops or steam equipment. Use compatible products and the specified application method. Pravada recommends suitable WOCA products; oil finishes require periodic replenishment. Obtain guides at pravadafloors.com or 1-888-772-8232 and retain them with your purchase records. Damage caused by improper cleaning or maintenance is excluded.

35 YEAR LIMITED STRUCTURAL WARRANTY

TERMS & CONDITIONS

Eligible residential engineered hardwood flooring has a 35-Year Limited Structural Warranty from the original purchase date. Maintain indoor relative humidity between 30-50% and room temperature between 65-75 °F (18-24 °C). Acclimation, subfloor preparation, installation and maintenance must comply with the applicable Pravada instructions. Damage caused by conditions outside these requirements is excluded.

Coverage is limited to the original purchaser and original installation site. Register within ninety (90) days of purchase to receive the registered structural proration benefits shown in the table. Without registration, the 35-year structural term remains, subject to the unregistered percentages.

NOTE: Oil-finished products remain eligible for structural coverage. Only the voluntary finish warranty is excluded.

For hydronic radiant heat, use only products and systems permitted by Pravada's applicable installation instructions. Electric radiant systems and systems without required temperature controls are excluded. Damage caused by non-compliant installation or operation is not covered. Normal seasonal movement or minor checking is not itself a manufacturing defect.

No dealer, installer, agent, representative or distributor is authorized to modify this voluntary warranty. Applicable non-waivable legal rights remain unaffected.

This Limited Warranty applies only to the original purchaser/owner and does not transfer to a subsequent owner, transferee or occupant. For new construction and model homes, the builder/developer is the original purchaser; this voluntary warranty does not transfer to subsequent homebuyers.

Installation constitutes acceptance only of appearance and conditions reasonably apparent on pre-installation inspection. Do not install visibly defective boards. Installation does not eliminate otherwise applicable coverage for latent manufacturing defects.

STRUCTURAL WARRANTY

RESIDENTIAL USE - 35-YEAR LIMITED STRUCTURAL WARRANTY

Pravada Floors Inc. warrants that eligible engineered hardwood flooring, in its original manufactured condition and under normal residential use, will be free from manufacturing defects in lamination, assembly, milling, dimension and grading for thirty-five (35) years from the original purchase date. The pre-installation selection allowance and inspection requirements apply. Eligible UV-lacquer and oil-finished products have structural coverage; oil finishes have no finish warranty. Follow the applicable product and finish instructions and maintain 30-50% relative humidity and 65-75°F (18-24°C). Damage caused by unsuitable conditions or installation is excluded.

COMMERCIAL USE - SEPARATE COMMERCIAL WARRANTY

This Residential Limited Warranty does not grant commercial or business coverage. Any commercial coverage is governed by a separate applicable Commercial Limited Warranty (B2B).

Eligible light commercial projects may have coverage only under the separate B2B warranty. Its eligibility rules, coverage period, remedies and exclusions control, including any three-year term expressly provided there.

Obtain the Commercial Limited Warranty from your Pravada representative or pravadafloors.com before selecting or installing flooring for commercial use.

Light commercial use may include offices, boutiques and private professional practices with moderate foot traffic. This description does not approve a project or create coverage. Restaurants, cafeterias, bars, commercial food-preparation areas, high-traffic retail, airports, entrances, elevator lobbies and main corridors require assessment under the separate commercial terms. Do not assume that residential approval establishes suitability for those uses.

Registration does not create commercial coverage under this residential warranty. Commercial eligibility, duration and any available remedy must be determined under the separate applicable B2B warranty.

FINISH WARRANTY

RESIDENTIAL USE - LIMITED FINISH / WEAR WARRANTY
15 YEARS; EXTENDED TO A TOTAL OF 35 YEARS WITH REGISTRATION

For eligible factory-applied UV-LACQUER finishes only, Pravada Floors Inc. warrants to the original purchaser that, under normal residential use and prescribed maintenance, the finish will not wear through to bare wood from normal residential use or separate from the wood because of a covered manufacturing defect for fifteen (15) years from the original purchase date (the Base Finish Warranty Period).

If the product is registered with Pravada within ninety (90) days of purchase, this finish warranty extends to a total of thirty-five (35) years from that same purchase date. The extension covers years sixteen (16) through thirty-five (35), subject to the registered finish proration schedule, conditions and exclusions. It is not an additional 35 years.

Register at pravadafloors.com/pages/product-registration or by another method expressly accepted by Pravada in writing. Keep proof of purchase and registration confirmation. Without qualifying registration, the 15-year base finish coverage and unregistered finish proration schedule apply. Registration is required only for the additional finish coverage beyond fifteen (15) years and does not restrict non-waivable legal rights.

COVERAGE REQUIREMENTS AND EXCLUSIONS

The floor must be installed and maintained in accordance with the Pravada instructions for its actual product and finish. For a wear-through claim, the covered wear-through must be clearly visible and affect at least twenty-five percent (25%) of the total installed floor area of the warranted product. This threshold does not apply to an otherwise covered structural defect.

Gloss reduction, normal sheen changes, scratches, scuffs, indentations and damage caused by use, abuse, neglect, accidents, abrasive particles, liquids, tape or improper cleaning are not covered finish wear-through. Routine cleaning and maintenance costs are not covered.

This voluntary finish warranty does not apply to UV-oil, hardwax-oil or natural-oil products. Those finishes require routine cleaning and periodic maintenance or replenishment appropriate to the particular finish. Their otherwise eligible structural coverage is separate.

REMEDY FOR A COVERED FINISH CLAIM

For a covered finish claim, Pravada may repair, refinish or replace the affected material, or provide a prorated credit or refund. The value of any remedy is limited by the applicable proration percentage and the price invoiced by Pravada for the affected material, as explained on page 9. Labour and related project costs are excluded unless agreed in writing, subject to non-waivable rights.

Allow inspection before non-emergency work on the claimed area and preserve evidence. Necessary emergency measures and prescribed routine oil maintenance are permitted. Coverage is affected only as described under Visible Conditions & Preservation of Evidence on page 8.

COMMERCIAL FINISH COVERAGE - SEPARATE WARRANTY

This Residential Limited Warranty does not grant commercial finish coverage. Any eligible commercial finish coverage is governed solely by the separate Commercial Limited Warranty (B2B), including any three-year term expressly stated there. Obtain that document from your Pravada representative or pravadafloors.com.

IDENTIFY YOUR FACTORY FINISH BEFORE INSTALLATION OR CARE.

Confirm the product name, item/SKU, batch and factory finish using the carton labels and specifications supplied for the purchase. Products may be available in more than one finish. A current webpage for a colour or product name may describe a different finish or version. Use the installation and care instructions applicable to the purchased product and confirmed finish. Retain the carton identification, purchase records and the applicable instructions.

NOTE: If supplied labels, specifications or instructions conflict, obtain written clarification from Pravada before installation or applying care products. Information for a different finish does not change the finish of the purchased product.

OIL-FINISHED PRODUCTS - NO VOLUNTARY FINISH WARRANTY.

Pravada does not provide a voluntary finish or wear warranty for UV oil, natural oil or hardwax oil flooring. Required cleaning and periodic replenishment are normal upkeep and the owner's expense. This finish exclusion does not remove otherwise eligible structural coverage or rights that cannot lawfully be excluded.

RE-COATING AND FINISH ALTERATIONS. Pravada does not warrant customer- or installer-applied refinishing, re-coating or other alterations to the factory finish, or damage caused by those alterations. Routine oil-finish maintenance expressly prescribed in the applicable Pravada Care & Maintenance Guide is permitted and does not, by itself, void otherwise applicable structural coverage. Such maintenance does not create or extend a finish warranty.

TEXTURED & EDGE PROFILE DISCLAIMER.

Wire-brushing, hand-scraping and bevels intentionally create variations in texture, grain relief and edge appearance. Normal differences in these features and minor texture consistent with the product's intended design are not manufacturing defects. Dust, debris and ordinary wear in beveled edges or open grain are maintenance matters.

This description does not automatically exclude excessive splintering, sharp defects or other conditions caused by an otherwise covered manufacturing defect. Damage caused by additional sanding, brushing or alteration after installation is excluded. Inspect the product before installation and set aside boards with unacceptable visible conditions.

NATURAL CHARACTERISTICS & COLOR VARIATIONS DISCLAIMER.

Real wood varies in colour, grain and texture. Staining, natural oxidation and exposure to light can produce changes in shade over time. Normal variation and colour change are not finish wear-through or manufacturing defects. Wire-brushed grain can also change in appearance through normal use and the accumulation of dirt or maintenance-product residue; follow the prescribed care instructions.

Samples and photographs illustrate general appearance and cannot reproduce every natural or batch variation. Compare physical samples and inspect the delivered product before installation. Normal sample-to-product and batch variations do not by themselves establish a defect.

NATURAL SUNLIGHT EXPOSURE.

Sunlight and UV exposure can fade or darken natural wood.

Unequal light exposure beneath rugs or furnishings can produce differential shading. Normal light-related colour changes are not covered. Limit intense exposure with suitable window coverings and maintain the required environment. Samples also change with age and light; use flooring from the installation batch when assessing a colour match.

WARRANTY EXCLUSIONS

This document states the coverage and exclusions under this voluntary limited warranty. Installation constitutes acceptance only of appearance and conditions reasonably apparent before installation. Otherwise covered latent defects remain eligible. Nothing in these exclusions limits rights or remedies that cannot lawfully be excluded.

This warranty **DOES NOT** cover the following:

- Damage caused by misuse, accidents, improper handling or installation, construction, inadequate maintenance, footwear, furniture, pets or other animals, insects, grit or sand, spills, burns, leaks, standing water, flooding, excessive subfloor moisture, heat or dryness, earthquakes, ground movement or other external events. This includes resulting scratches, dents, stains, gouges, cracks, checking, chipping, edge fractures, raised grain, splintering or delamination.
- Damage or failure caused by an unsuitable, improperly prepared or moisture-affected subfloor. The installer is responsible for assessing and preparing the subfloor in accordance with the applicable installation instructions.
- Normal natural variations in colour, grain and texture, and normal gloss or sheen reduction. Scratches and surface damage from traffic, pivoting or seating are excluded; otherwise qualifying UV-lacquer wear-through is assessed under the finish warranty.
- Damage caused by improper storage, site conditions, acclimation, installation, or failure to follow the written instructions applicable to the actual product and finish.
- Normal seasonal expansion and contraction. Gapping, cupping, crowning or other damage caused by unsuitable humidity, temperature or moisture conditions is excluded.
- Damage caused by omitted or inadequate site assessments, moisture testing or subfloor preparation. Relevant installation records may be requested to assess causation; a missing record alone does not establish an unrelated manufacturing defect is excluded.
- **NO TAPE OR ADHESIVE CONTACT WITH FINISHED FLOORING.** Never apply tape, adhesive-backed film, labels or other adhesive products directly to the finished surface of any Pravada floor, during installation or at any later time. This includes painter's, masking, low-tack, delicate-surface, flooring and double-sided tape, regardless of colour, brand, advertised suitability or removal time. Testing on a small area does not authorize use. Secure temporary protection by taping protective sheets to one another without adhesive contact with the flooring. Damage caused by adhesive contact, application or removal, including finish lifting, fibre pull-out, residue, staining and changes in colour or sheen, is excluded. Remove adhesive spills promptly using the method specified for the product and finish; damage caused by adhesive residue or improper removal is excluded.
- Normal movement sounds, or squeaking, popping and crackling caused by subfloor, fastening or installation conditions. Sound alone does not establish a manufacturing defect.
- Normal oxidation or light-related colour change and differential shading beneath rugs or furnishings. Staining or discoloration caused by rubber-, latex- or vinyl-backed mats or incompatible pads is excluded.

- Damage caused by improper storage, handling, transportation or site conditions inconsistent with the applicable product and finish instructions.
- **CLEANING, WATER AND WOCA CARE PRODUCTS.** Do not clean with plain water. Never wet-mop, steam-clean, use water-dispensing cleaning machines, saturate the floor or leave standing liquid. Remove spills promptly. Use cleaning and maintenance products and methods compatible with the specific factory finish and the applicable Pravada Care & Maintenance Guide. Pravada recommends finish-compatible WOCA products; not every WOCA product is suitable for every finish. Do not dilute ready-to-use products. Water may be used for dilution only where Pravada's written product-specific care instructions expressly prescribe a concentrate; follow the specified dilution and application method without leaving standing liquid. If product directions conflict with Pravada's instructions, contact Pravada before use. Damage caused by incompatible products, improper dilution, excessive moisture, unsuitable tools or methods, or failure to perform required maintenance is excluded. Use of another brand does not, by itself, void this warranty.
- Cracking, delamination or other damage caused by inadequate moisture control, flooding, excessive drying, or unsuitable environmental conditions.
- Rental properties, including short-term and long-term rentals and vacation rentals such as Airbnb and Vrbo, are excluded from this voluntary residential warranty.
- **SEASONAL / VACATION / UNOCCUPIED HOMES.** Seasonal or vacation homes, and homes unoccupied for more than 180 days in a rolling 12-month period, are excluded unless continuously climate-controlled within the required ranges. Damage caused by unsuitable environmental conditions remains excluded.
- Products sold as is, through auctions, online marketplaces or clearance/liquidation channels, or by sellers not authorized by Pravada, subject to non-waivable legal rights.
- Surface damage, dents or gouges caused by heavy rolling loads, wheelchairs, casters, furniture or exercise equipment, sharp objects, or unsuitable or missing floor protection.
- Exterior installations and non-flooring applications. Installation beneath fixed cabinetry, islands, vanities or permanent fixtures is excluded where it restricts movement required by the installation method.
- Commercial food-preparation areas and other commercial or business applications are outside this residential warranty. Ordinary residential kitchens are not excluded solely because food is prepared there.
- Damage caused by misaligned or incompletely engaged tongue-and-groove joints, including resulting gaps, edge damage or joint failure.
- Installation in bathrooms, saunas, laundry rooms or other high-moisture environments. Maintain 30-50% relative humidity and 65-75°F (18-24°C); damage caused by conditions outside the required ranges is excluded.
- Appearance claims are assessed from a normal standing position under ordinary lighting. Special lighting or magnification alone does not establish a defect. This standard does not exclude objectively established functional or structural defects.
- Normal differences between samples, photographs and delivered flooring, including natural or batch variations in shade, grain, texture and sheen. This does not excuse supplying a different product or finish from the one purchased.

MANUFACTURER INSPECTION RIGHTS AND CLAIMS PROCESS

Pravada Floors may verify a claim through its personnel, an authorized representative, or a qualified independent flooring inspector. Where NWFA certification is relied upon, the inspector must hold the applicable active certification at the time of inspection. A claim does not automatically require both a company inspection and an independent inspection. Pravada may reasonably request proof of purchase, product and batch identification, photographs, relevant installation and maintenance records, access to the affected flooring, and samples where necessary. The scope of any destructive sampling and responsibility for inspection costs must be agreed before that work proceeds.

VISIBLE CONDITIONS & PRESERVATION OF EVIDENCE

Inspect flooring before and during installation. Installation constitutes acceptance only of appearance and conditions that a reasonable pre-installation inspection would reveal. It does not, by itself, exclude an otherwise covered manufacturing defect that was not reasonably discoverable before installation. Stop installing visibly affected material and report the issue promptly.

After discovering an issue, take reasonable steps to prevent further damage and preserve photographs, affected material and other relevant evidence. Give Pravada a reasonable opportunity to inspect before non-emergency repairs, refinishing or removal. Necessary emergency measures to protect people or property may proceed; document the condition and measures where reasonably possible. Work by another installer does not by itself void coverage. An exclusion applies only to damage caused by that work or the part of a claim materially prevented from being assessed because relevant evidence was unnecessarily destroyed, to the extent permitted by law.

VOLUNTARY DISPUTE RESOLUTION

Pravada encourages customers to contact us so that concerns can be reviewed promptly. After a dispute arises, the parties may agree in writing to mediation or another lawful dispute-resolution process. This warranty does not require arbitration, waive class or representative proceedings, or impose a waiting period before a person may seek relief from a court or tribunal with jurisdiction.

LEGAL RIGHTS & LIMITATIONS

This limited warranty is additional to rights and remedies that cannot lawfully be excluded or restricted. Nothing in it excludes or limits such statutory rights, applicable implied warranties, or mandatory consumer protections. Where a limitation is not permitted by applicable law, it does not apply; the remaining provisions continue to apply to the extent lawful.

Subject to those rights, the remedies and monetary limits described in this warranty are the remedies provided under this voluntary warranty. Pravada does not cover incidental or consequential damages under this voluntary warranty to the extent their exclusion is permitted by applicable law.

For U.S. purchasers: Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

INSTALLATION CONFIRMS ACCEPTANCE ONLY OF APPEARANCE AND CONDITIONS REASONABLY APPARENT BEFORE INSTALLATION. Otherwise covered latent manufacturing defects remain eligible. The remedies below are subject to non-waivable legal rights.

Warranty and Repair Terms

For a covered claim, Pravada Floors may, at its option, repair, refinish or replace the affected flooring, or provide a prorated credit or refund. The maximum benefit under this voluntary warranty is the applicable percentage below of the original price invoiced by Pravada for the affected material to the dealer, distributor, agent or installer. That limit applies to the value of any remedy provided; it is not based on the homeowner's retail purchase or installation price.

Unless Pravada agrees otherwise in writing, this voluntary warranty does not pay for labor, removal, reinstallation, additional materials, or moving furniture and other items. The purchaser may choose the installer for work paid for by the purchaser. Replacement material may be selected from the same or a comparable current product; an exact match in color, grain, texture or sheen is not guaranteed. Repaired or replaced material remains covered only for the unexpired portion of the original applicable warranty. All limitations remain subject to the legal rights stated on page 8.

The applicable remedy value is calculated under the proration schedule below.

Warranty Proration

Registration within 90 days qualifies for the registered percentages. Structural coverage lasts 35 years; UV-lacquer finish coverage lasts 15 years, extended to 35 with registration. Oil finishes have no finish coverage.

Warranty Proration Table:

Residential Structural Without Registration		With Registration	Residential Finish Without Registration		With Registration	Commercial Structural Separate B2B Warranty	Commercial Finish Separate B2B Warranty
1st-2nd Year	100%	100%	1st-2nd Year	100%	100%	See the separate Commercial Limited Warranty (B2B). No commercial coverage is granted by this residential warranty.	See the separate Commercial Limited Warranty (B2B). No commercial coverage is granted by this residential warranty.
3rd-5th Year	95%	100%	3rd-4th Year	85%	100%		
6th-8th Year	85%	95%	5th-6th Year	75%	85%		
9th-11th Year	75%	85%	7th-8th Year	65%	75%		
12th-15th Year	65%	75%	9th-10th Year	55%	65%		
16th-18th Year	55%	65%	11th-15th Year	45%	55%		
19th-25th Year	45%	55%	16th-25th Year	0%	45%		
26th-35th Year	15%	35%	26th-35th Year	0%	35%		
At expiry	0%	0%	At expiry	0%	0%		

Warranty years run from purchase. Coverage expires on the 15th or 35th purchase anniversary, as applicable.

CLAIM PROCEDURE

Notify the selling dealer in writing within 30 days of discovery with proof of purchase and photos. If unavailable or unresponsive, contact Pravada at pravadafloors.com/pages/contacts or 1-888-772-8232 for submission assistance. Late notice alone does not void coverage; only additional damage or material investigation prejudice caused by delay may limit coverage, where lawful. Statutory rights and limitation periods are unaffected.

For inquiries or claims, please contact Pravada Floors at:

Phone: 1-888-772-8232
Website: www.pravadafloors.com