

## **Peninsula Flooring: Light Commercial Warranties NatDura Engineered Hardwood Flooring** *(Updated on April 1st, 2026)*

This document outlines the limited commercial warranties covering the NatDura Engineered Hardwood Flooring collection.

**Limited Lifetime Structural Defect Warranty** Peninsula Flooring warrants to the original owner/purchaser for light commercial installation that its products are free from structural defects. Flooring must be installed professionally in strict compliance with the procedures outlined in the Peninsula Flooring Installation Instructions. Failure to install in accordance with these instructions will void this warranty.

**3-Year Limited Surface Finish Warranty** Peninsula Flooring warrants to the original owner/purchaser that the surface finish will not wear through or separate from the wood floor for a full 3 years from the date of purchase. Flooring must be used under normal light commercial traffic conditions, and all care and maintenance instructions provided by Peninsula Flooring must be followed for the warranty to be valid. The use of cleaning or maintenance products not approved by Peninsula Flooring may damage the floor and void this warranty.

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**Approved Light Commercial Applications** This warranty is strictly limited to light commercial use only. Common approved light commercial applications include:

- Small Offices & Meeting Rooms: Spaces requiring quiet and comfort.
- Boutique Retail & Galleries: Shops, studios, and jewelry stores needing aesthetic appeal and moderate durability.
- Multi-Family Units & Hospitality: Apartment common areas, senior living facilities, and hotel guest rooms.
- Waiting Rooms & Offices: Professional services like doctors, lawyers, and accountants.
- Light-Use Kitchenettes: Vending areas within office settings.

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**Light Commercial Exclusions** The Buyer's exclusive remedy and Peninsula Flooring's sole liability on any claim shall be limited to the repair or replacement of the visible defective products or a refund of the purchase price only, at our option.

The Peninsula Flooring limited warranty does not cover the following conditions:

- Failing to follow the recommended installation and maintenance procedures specified and provided by Peninsula Flooring and/or failure to use the manufacturer's recommended adhesives and maintenance products in accordance with these procedures.

- Insect infestation that occurs after the product has left the manufacturer's control or during transit and storage.
- Natural expansion or contraction resulting in gaps between boards.
- It is required to maintain an indoor relative humidity level of 35% to 55% and a temperature of 60°F-80°F.
- Any damage, including cupping, warping, or joint separation, resulting from the failure to properly acclimate the flooring for the required minimum of 7 days prior to installation.
- Products that have been installed with obvious visual defects or that do not match the purchaser/architect/designer specifications for wood species, color, width, grain, finish (gloss level), or pattern.
- Noises, such as popping, crackling, or squeaking.
- Stains due to oil or other liquid spillages.
- Splits, checks, or cracks in the flooring used in environments that are excessively dry, excessively humid, or prone to dramatic variations in humidity.
- Hardwood flooring is a product of nature and will change or fade in color over time. We do not warrant color change to any products which result from UV light exposure.
- Any flooring installed over a radiant heat system.
- Any associated costs such as labor or any other related material. We are not responsible for any labor charges of any kind either in the reinstallation or in the dismantling and removal of products previously installed, cabinets, appliances, furniture, or other fixtures. This warranty does not cover any incidental or consequential damages, including but not limited to loss of use, business interruption, or temporary storage costs.
- Variations of color, shade, or texture of the floor you purchase from those shown on sample boards or photographs.
- Knot holes, worm holes, splits, heartwood, mineral streaks, and any naturally occurring imperfection in the surface of the floor.
- Heavy commercial or industrial applications, including but not limited to large retail spaces, full-service grocery stores, commercial kitchens, full-service restaurants, or high-traffic street-level lobbies.
- Damage caused by heavy rolling loads, pallet jacks, commercial carts, forklifts, or heavy machinery.
- Damage resulting from the use of commercial cleaning machines, auto-scrubbers, rotary buffers, or harsh industrial chemicals.

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### **Installer & Owner Responsibilities**

- Our products are manufactured in accordance with accepted industry standards which permit a defect tolerance not to exceed 5%. The defects may be of a manufacturing or natural type. Order 5% above actual square footage to allow for waste from grading and cutting.
- Prior to installation of any flooring, the installer must determine that the job-site environment and the sub-surfaces involved meet or exceed all requirements as stated in

the installation instructions. We cannot accept any responsibility for job failure resulting from and associated with sub-surface or job-site environment, climate, and deficiencies.

- The installer/purchaser has the final responsibility to inspect the condition of the products including quality, finish, and whether it is the correct product ordered (type, quantity, color, grain, size, and condition). The installer must use reasonable selectivity and hold out or cut off pieces with visible defects whatever the cause. We will not be responsible for any problems resulting from the installation of visible defects.
- Should any board be unacceptable regardless of the reason, and need to be returned, exchanged, or replaced for any reason, the supplier must be notified BEFORE installation. Once the flooring is installed, it is considered as having been accepted. We will not accept any return, exchange, or replacement for any reason after installation. We do not accept any opened boxes for return and exchange.

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**General Terms & Claims** This limited warranty is issued to the original purchaser and is not transferable, and applies only where the affected area of the flooring is visible.

This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and/or statutory warranties. We assume no liability for incidental or consequential damages. Any claim must be received in writing along with a sample and picture from the direct purchaser, and no claim will be considered without such written notice. It is the floor purchaser's responsibility to ask for the limited warranty from the supplier and follow the contents of the warranty.

[www.peninsulafloorings.com](http://www.peninsulafloorings.com)