

Peninsula Flooring: Residential Warranties

NatDura Engineered Hardwood Flooring

(Updated on April 1st, 2026)

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

Limited Lifetime Structural Defect Warranty

Peninsula Flooring warrants to the original purchaser for residential 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.

50-Year Limited Surface Finish Warranty

Peninsula Flooring warrants to the original purchaser for residential installation that, under normal residential conditions and with proper maintenance, its surface finish will not wear through for 50 years from the date of purchase. Flooring must be used under normal residential 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.

Residential 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:

- Scratches, indentations, or damage caused by accidents, negligence, everyday wear, abnormal wear, and abuse. This includes heavy or concentrated foot traffic, spiked heel shoes, house pets, sand, grit, abrasive substances, and heavy objects or furniture rolled or dragged across the surface.
- Insect infestation that occurs after the product has left the manufacturer's control or during transit and storage.
- Knot holes, worm holes, splits, heartwood, mineral streaks, and any naturally occurring imperfection in the surface of the floor.
- Variations of color, shade, or texture of the floor you purchase from those shown on samples or photographs.
- 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. Area

rugs should be moved periodically to minimize the effects of ultraviolet light on the flooring.

- A floor is designed to perform in an environmentally controlled structure. It is required to maintain the room with a 35%-55% humidity level and room temperature between 60°F-80°F throughout the year, through the use of a humidifier or dehumidifier.
- Splits, checks, or cracks in the flooring used in environments that are excessively dry, excessively humid, or prone to dramatic variations in humidity.
- Damage due to water saturation including but not limited to: building leaks, plumbing leaks or overflows, leaks from dishwashers or refrigerator ice-making units, wet or damp basements/crawlspaces, concrete sub-floors that have not cured, and plywood sub-floors with excessive moisture. Wet-mopping is also excluded. Unlike certain luxury vinyl products, engineered hardwood is not waterproof. This warranty strictly excludes damage from natural disasters, hurricanes, flooding, acts of God, or standing water from any source.
- 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.
- Noises, such as popping, crackling, or squeaking.
- Structural damage, including wood shear, due to job-site-related moisture issues and failure to comply with radiant heat requirements.
- Stains due to oil or other liquid spillages.
- Loss of gloss or build-up of a dulling film due to a lack of maintenance or improper maintenance.
- Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic.
- Telegraphing (regardless of cause).
- An edge splinter or chip caused by moving heavy objects across the floor.
- The use of putties during and after the installation of wood flooring is considered normal and is not cause for a claim against this warranty.
- 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 hotel stays, loss of use, business interruption, or temporary furniture storage costs.
- Products that are sold as "final sale" or "AS IS".

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, 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 sub-surface or job-site environment, climate, and deficiencies.
- The installer/homeowner 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, 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 or exchange.

Radiant Heat

The warranty will be void if any of the requirements in the 'Radiant Heat Systems' section of the Peninsula Flooring Installation Instructions are not fully met.

NOTE: In wood flooring installations over radiant heat, moderate surface checking, cracking (especially at the ends of boards and around knots), shrinkage, gapping between planks, and slight cupping are all to be expected and do not constitute a product defect. Failure to comply with all requirements may result in structural damage including wood shear which will not be covered by this warranty.

General Terms & Claims

These limited warranties are issued to the original purchaser and are not transferable. The warranty applies only where the affected area of the flooring is visible and covers an area greater than 10% of the room.

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