



ALLINWOOD LIMITED WARRANTY

What Is Covered

At ALLINWOOD, we take pride in crafting premium engineered hardwood flooring designed to last for generations. We stand behind the quality of our products with the following warranties:

25-Year Residential Surface Finish Warranty

5-Year Commercial Surface Finish Warranty

Lifetime Limited Structural Integrity Warranty

These warranties apply exclusively to the original purchaser and are non-transferable.

Surface Finish Warranty

ALLINWOOD guarantees that the surface finish on your flooring will not wear through or peel under normal use:

Residential applications – for 25 years from the date of purchase.

Commercial applications – for 5 years from the date of purchase.

This coverage is valid only if all official ALLINWOOD care and maintenance guidelines are followed.

Structural Integrity Warranty

Your ALLINWOOD flooring is protected by a lifetime limited structural warranty, ensuring it remains free from delamination, splitting, or warping due to manufacturing defects.

What Is Not Covered

This warranty does not apply to damages or issues caused by:

Improper installation, storage, or handling.

Failure to follow ALLINWOOD's official installation or care instructions.

Non-approved adhesives, cleaners, underlayment's, or tools.

Moisture, spills, plumbing leaks, or wet mopping.

Improper climate control or subfloor conditions.

Installation over radiant heat systems without adherence to ALLINWOOD's radiant guidelines.

Heavy traffic, abuse, negligence, or pet damage.

Furniture movement, high heels, or abrasive materials like sand or dirt.

Normal wood characteristics such as: color, tone, or grain variation.

Seasonal gapping or board movement.

Knots, mineral streaks, or other natural markings.

Fading or color change from sunlight, aging, or oxidation.

Flooring with visible defects installed without prior notice to ALLINWOOD.

Any damage where defective material accounts for less than 10% of the total floor area.



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Radiant Heat Installation

Some ALLINWOOD products are approved for use with radiant heating. To ensure warranty coverage:

Confirm the product is radiant-heat approved.

Follow ALLINWOOD's Radiant Heat Installation Guide.

Limit floor surface temperature to 82°F (28°C).

Use gradual temperature increases and a dedicated thermostat.

Sudden temperature changes or improper system installation will void your warranty.

Warranty Claims & Service

If you believe you have a warranty claim:

Contact your ALLINWOOD retailer or distributor.

If further assistance is needed, reach us directly at:

✉ support@allinwoodusa.com

ALLINWOOD Warranty Department

Elgin, Illinois, USA

To process a claim, we require:

Proof of purchase.

A written description of the issue.

Photographic evidence of the concern.

If your claim is approved, ALLINWOOD may, at its discretion:

Repair the affected area,

Replace the flooring, or

Issue a credit for the value of the defective material.

Note: Replacement materials may not be a perfect match due to natural wood variation.

Legal Notice

This warranty gives you specific legal rights. You may also have additional rights that vary by state.

To the maximum extent permitted by law:

ALLINWOOD disclaims all implied warranties beyond the duration of this warranty.

ALLINWOOD is not responsible for any incidental or consequential damages.

This warranty is governed by the laws of the State of Illinois. All disputes shall be resolved in the courts of Kane County, Illinois