



# Enduracor™ Wood Veneer Warranty

## 1-YEAR RESIDENTIAL LIMITED WARRANTY

### WARRANTY COVERAGE

Artistic Finishes, Inc™ warrants to the original purchaser that Artistic Finishes' **Enduracor™ wood veneer moldings** will be free of finishing defects in materials and workmanship; however, the products are not warranted against excessive force, heavy foot traffic or accidental breakage. Artistic Finishes warrants that its custom, factory applied finish will not chip, peel or wear through to the wood veneer, under conditions of normal residential use, for the period of one full year following installation. This warranty applies to the original purchaser of Artistic Finishes' factory finished Enduracor wood veneer moldings, for residential use, for the duration of the stated warranty period.

### OBLIGATIONS UNDER WARRANTY

If Artistic Finishes' factory applied finish chips, peels or wears through to the wood veneer during the warranty period under conditions of normal residential use, Artistic Finishes will at its discretion, 1) replace or refinish the product in the affected area at no cost to the consumer, or 2) refund the purchase price of the damaged product.

This warranty does not cover consequential damages (that is, the cost of repairing or replacing anything other than the product, special, indirect or incidental damages, your loss of time, loss of use, inconvenience, telephone charges, postage or the like related to the warranty claim).

We do not accept returns on product already installed. No reimbursement will be given on freight/shipping costs from the original order. No returns will be accepted without prior written authorization from Artistic Finishes' Returns Department. CASH REFUNDS WILL NOT BE GIVEN.

***This warranty is made in lieu of and excludes any other express or implied warranty of any type or kind, particularly any implied warranties of merchantability or fitness for a particular purpose, and all other express or implied representations and warranties are hereby disclaimed.***

### PROPER CARE

Enduracor wood veneer profiles are to be cleaned using the same methods recommended by the flooring manufacturer being blended to. Use an approved wood floor cleaner. No attempt should be made to sand or recoat this factory finished product. Accordingly, any sanding, top-coating, recoating, or attempted refinishing of Artistic Finishes' factory-applied finish will invalidate this warranty.

If required for surface protection due to painting or repairs, Artistic Finishes recommends the use of **ONLY 3M's #2090 Blue tape** when coming in contact with any of Artistic Finishes prefinished products. Should the use of a tape be required during or after the installation of any Artistic Finishes product, the following guidelines must be met:

- Make sure that the product is clean and free of any debris. Clean any applicable surface using only water and a damp micro plus mop head or terry cloth fabric.
- Apply tape #2090 (3M Blue tape) only where needed.
- Remove all tape as quickly as possible. Try not to exceed 12 hours of contact with any Artistic Finishes product. Lengthy applications can and will break down the chemical bond of the finish causing excessive finish failure.
- All tape – and products should be installed in a controlled temperature and humidity range. Less than 70 degrees Fahrenheit and relative humidity between 40 to 60 %.

### WARRANTY EXCLUSIONS

- **Installed Moldings** - It is the responsibility of the installer to detect any finish defects before installation begins of any Artistic Finishes Enduracor wood veneer products. If any such objections in finish are detected, the installer must not install the product. **Installed product will not be eligible for a warranty claim.**
- **Color, Special Finishes and Wood Grain Variation** - Enduracor wood veneer is a compliment to the flooring. Natural wood variations such as knots, mineral streaks, grain variations and the like are not attainable with the 0.4mm wood veneer wear-layer of Enduracor wood veneer moldings and therefore returns or warranty claims will not be accepted for such complaints.
- **Damage from Improper Installation** - **DO NOT** nail or screw Enduracor wood veneer moldings when installing. Artistic Finishes recommends using Loba Wakol's MS 245 adhesive for installation. **DO NOT** keep any applied tape for holding in place during glue application for greater than 24 hours.
- **Heavy or Abnormal Residential Use** - Accidents, abuse, cleated shoes, spiked heels, failure to use protective caps or pads under furniture legs or wheels, scratches and dents, excessive force from moving heavy furniture or objects, commercial use, or any circumstance causing abnormal damage voids this warranty.
- **Unfinished Enduracor** – Any customer that purchases unfinished Enduracor does so knowing this voids any warranty or eligibility for returns. Enduracor has only been tested and guaranteed using Artistic Finishes' finishing method.