



www.garrisoncollection.com

OLD MASTER PRODUCTS GUARANTEE

Old Master Products is committed to crafting top-quality 3/4" solid and engineered tongue and groove flooring. Our meticulous attention to detail throughout every step of the manufacturing process has established us as a leading name in hardwood flooring. This reputation reflects our unwavering dedication to precision milling—a hallmark of the brand.

BEFORE INSTALLATION

Inspect the flooring material **prior** to installation. Any concerns regarding species, milling, grade, surface texture, stain color, or finish should be directed to the company where the flooring was purchased **prior** to installation. Old Master Products will not be liable for any costs of product, labor, replacement, or any costs if issues of concern are not resolved **prior** to installation.

Proceeding with installation deems acceptance of the purchased product.

INSTALLATION & MAINTENANCE

Please refer to the current Old Master Products Installation & Maintenance Guidelines.

OWNER & INSTALLER RESPONSIBILITIES

The following responsibilities rest with the flooring owner:

TEMPERATURE & HUMIDITY CONTROL

Hardwood flooring naturally expands and contracts in response to changes in temperature and humidity. While this is expected, excessive humidity can cause the floor to expand, cup, or crack, whereas low humidity may lead to shrinkage, gaps, or splits.

To help prevent these issues, it is crucial to maintain stable environmental conditions. In most climates, an indoor relative humidity of 35% to 50% and temperatures between 60°F and 80°F are considered optimal.

Maintaining consistent humidity and temperature levels throughout the year, particularly during seasonal transitions, is key to reducing the risk of cupping, cracking, gapping, or splitting.



OLD MASTER PRODUCTS RESPONSIBILITIES

STRUCTURAL GUARANTEE

We guarantee that our carefully selected Appalachian hardwood products are properly air- and kiln-dried to meet the NWFA-recommended moisture content of 6%–8%, making them ideal for interior flooring use. In line with industry standards, Sheoga also guarantees its products to be free from structural or manufacturing defects resulting from the milling process.

PREFINISHED PRODUCTS

Several factors can impact the longevity of a hardwood floor's stain or finish, such as foot traffic, furniture placement, the use of felt pads under furniture, exposure to UV light, and fluctuations in temperature and humidity.

Over time, normal wear is expected and will vary depending on how the floor is used and maintained.

Due to the differences in installation methods, environmental conditions, and individual care practices, Sheoga does not offer a warranty on the stain/finish of prefinished flooring products.

To maintain your floor's appearance and protect its surface as it ages, it's recommended to have a flooring professional properly prep the surface and apply a new topcoat before the existing finish wears through to bare wood.

LIMITATIONS OF GUARANTEE

The above Structural Guarantee applies only to the original purchaser and is non-transferable. Sheoga Hardwood's liability is strictly limited to the repair or replacement of flooring boards that exhibit defects exceeding industry standards. If a warranty claim is deemed valid, Old Master Products' financial responsibility will not exceed the original purchase price of the affected product and will be limited— at Old Master Products' sole discretion - to repair, replace, and/or issue material credit to the original purchaser.

This guarantee is limited to the terms stated herein. No other warranties, express or implied, extend beyond what is described in this document. Old Master Products is not liable for any incidental or consequential damages, including but not limited to labor, installation, temporary accommodations, meals, transportation, moving costs, storage, or cleaning.

Please note: Some jurisdictions do not allow limitations on implied warranties or the exclusion of incidental or consequential damages. In such cases, these limitations may not apply to you but will be enforced to the maximum extent permitted by applicable law.

If you feel that you have a concern with your Old Master Products product, please contact one of our customer service members at 800-300-5158 to discuss the issue.

Our offices are open from 7:00 a.m. to 4:30 p.m. EST, Monday through Friday and from 8:00 a.m. to Noon EST on Saturday.

