

# PIONEER MILLWORKS

beautiful floors • millwork • timbers  
from reclaimed and sustainable sources

## QUALITY GUARANTEE

All of Pioneer Millworks' hardwood floors are custom-crafted to the highest quality standards. Each plank goes through numerous inspections for quality of grade and milling throughout the manufacturing process. However, we urge you and your installer to inspect your flooring BEFORE installation. If you are not 100% satisfied with your flooring, please contact us prior to installation or any cutting on site and we will replace any flooring material that does not meet the grade specifications which accompany your order. We reserve the right to require photographs of, or the return of any material in question prior to release of replacement flooring. Pioneer Millworks will not accept returns of, or replace, any materials which have been cut after leaving our shop, installed, or damaged in return transit due to improper / insufficient packaging.

## WARRANTY

Pioneer Millworks, Inc. warrants to the original purchaser that the flooring materials provided by us will be per the specifications set forth on our Grade Specifications and your signed Order Confirmation. All flooring will be kiln-dried to an average moisture content of 8% or less, and will be free of any insect infestation at the time of shipment. Pioneer Millworks warrants that the finish on our pre-finished antique wood flooring will not separate for a full twenty years from date of purchase. This warranty is non-transferable.

## EXCLUSIONS

- ∴ Changes in the condition of the flooring due to improper storage, acclimation, handling or installation of flooring. (This includes cracks, checks, and color variation from any cause other than manufacturing or the inherent character of the wood.)
- ∴ Deficiencies of, and/or improper preparation of the subfloor.
- ∴ Insect infestation following shipment from our shop.
- ∴ Marks, dents, scratches, or dings in the flooring or finish caused by furniture, casters, wheels, and pet claws.
- ∴ Falling and/or dropped objects which can dent or fracture the flooring and/or finish.
- ∴ Moisture penetration from any surface.
- ∴ Construction traffic abuse to the surface of the flooring.
- ∴ Finishes applied by you or the installer, including, but not limited to, refinishing or recoating.
- ∴ The normal wearing of the finish in any area, unusual / heavy foot traffic, spiked shoes and/or heels, including reduction of sheen / gloss.
- ∴ Changes in the wood caused by any stain or finish applied at the factory, or by you or the installer.