

Sample & Photo Disclaimer

Photo Warning:

The photos are provided on this website to assist you in making a choice of species and the various grades in which a given wood is offered. Photos also give you some species-indicative ideas as to:

- Color changes to expect over time
- Color or grain range to expect in a given wood or grade
- Other related characteristics or issues found in a given wood or species

We are proud of the amount of technical information we offer on our website and the depth of that information. However, these photos have the following limitations:

- Color in the photo may vary from the actual wood due to:
 - Translation and reproduction limitations of photography
 - Limitations of viewing photos at website resolutions
 - Limitations and/or variations of viewing photos on your individual monitor with its variable color and/or resolution scheme

In the photos – whether they are representative grade photos or the actual product – we show only a limited number of pieces of wood. As the floor can contain thousands of pieces, there WILL BE greater variation in grain, color, and/or character in the floor than can possibly be shown in a photo or video.

Color change will vary from the photo in terms of the amount of change that will occur. This is due to the specific conditions at your installation site, resulting in either lesser or greater color changes than the ones we have created in our test for the color change photo, if available.

Grain and character variation will be, for the same reasons as listed above for grade photos, greater than that shown in the photos.

The batch of wood from which these photos were taken may vary from the batch of wood from which the floor was milled. The reasons for this variation between batches include:

- Wood is a product of nature, and as such, no two pieces are alike. The same wood growing in different locales can vary greatly even though it is the exact same species.
- Freshly exposed wood will differ in color from older stocks, as the older stocks will have aged and undergone color change due to light exposure. The photos may have been taken from freshly milled stock or slightly older batches, which would affect the color in the photos.

Hand Sample Warning:

Given the limitations of photography, we suggest you make your flooring choices from actual samples of the wood and not photos as:

- You will see the actual color and graining.
- Photos cannot show the look or sheen of a factory-applied finish; so, for all pre-finished flooring formats, one needs to see actual samples.

Additionally, we suggest the following:

- Ask or read about the industry-established norms regarding the spectrum of possible variations in a natural wood product. A few hand samples or a panel cannot show the range of color, grain, and/or character of the product. A full box of flooring is always the best representation but is not always realistic.
- When your flooring arrives, BEFORE INSTALLING, open two boxes from different areas of the pallet and "dry-rack" them out as a floor to see the batch of wood you are getting. Then:
 - If this batch of flooring is acceptable, proceed.
 - If this is not acceptable, contact the place of purchase.

We strongly suggest that, even if the flooring is acceptable, your installer reviews what to do with any exceptionally light, dark, and/or odd-grained pieces. The options to discuss include:

- Install all pieces as they come out of the boxes they are working out of.
- "Dry-rack" the flooring out before installing and then make a harmonious blend of color and grain (caution – the flooring is not returnable once factory straps are removed).
- Discard the very light, dark, and/or odd-colored pieces.
- Install the very light, dark, and/or odd-colored pieces only in closets and other "hidden" areas.

Note that if you expect too much to be selected out or discarded, there will be an additional cost for more material above the normal waste factor.

Responsibility Limitations:

Given the limitations of photography, coupled with the nature of wood and its variability, we shall NOT BE HELD RESPONSIBLE for variation from the photos and videos on this website found in the actual batch of flooring you receive, including but not limited to:

- Color variation
- Grain variation
- Color change and whether the samples, photos, and/or flooring received varies in the degree of color change that has occurred so far
- Character variation in the various grades we offer, including amount of defects, type of defects, sapwood and heartwood percentage, mineral streaks, worm holes, species specific issues, etc.

Likewise, we shall NOT BE HELD RESPONSIBLE FOR the variation from the samples you make your flooring choice from and the batch of flooring you receive, including, but not limited to:

- Color variation
- Grain variation
- Color change and whether the samples, photos, and/or flooring received varies as to the degree of color change that has occurred so far
- Character variation in the various grades we offer, including amount of defects, type of defects, sapwood and heartwood percentage, mineral streaks, worm holes, species-specific issues, etc.

ONCE YOU INSTALL THE FLOORING, YOU HAVE DEEMED IT ACCEPTABLE, AND NO FURTHER CLAIMS WITH THE SUPPLIER CONCERNING VISIBLE ISSUES SHALL BE ENTERTAINED.

IT IS YOUR RESPONSIBILITY TO INSPECT THE FLOORING PRIOR TO INSTALLATION AND TO COMMUNICATE WITH THE INSTALLER, DESIGNER, AND/OR OWNER TO ENSURE THAT EVERYONE IS COMPLETELY SATISFIED WITH THE BATCH OF FLOORING THEY RECEIVED WITH REGARD TO COLOR, GRAIN, AND/OR GRADE ISSUES.

IF YOU DO NOT LIKE THE BATCH OF FLOORING YOU RECEIVED, DON'T INSTALL IT. CONTACT THE PLACE OF PURCHASE TO DISCUSS SOLUTIONS.