



Lifetime Structural Integrity Warranty

Bella Citta warrants, to the original purchaser, that its hardwood products, in their original manufactured condition, will be free from manufacturing defects for the lifetime of the floor provided that the Bella Citta installation procedures have been adhered to and required environmental conditions have been met. Structural integrity does not cover the normal expansion and contraction that wood floors may experience at different times during the year. If separations do occur, they are not covered by this warranty. Cupping or crowning due to excessive moisture or humidity is not covered by this warranty.

Lifetime Wear Layer Warranty

Bella Citta warrants, to the original purchaser, that its surface wear layer will not wear through or separate from the wood for the lifetime of the floor from the original date of purchase on all products used in normal residential traffic conditions. Bella Citta installation procedures must have been adhered to in entirety and required environmental conditions must be met for wear layer warranty to be valid. Gloss reduction is not considered surface wear and is not covered under this warranty. We recommend using Bona Professional hardwood cleaner products or the equivalent products to maintain the beauty of your floor. The use of other products not formulated for your Bella Citta floor may damage your floor and void the warranty.

IHC Warranty Exclusions

INSTALLATION OF BELLA CITTA CONSTITUTES ACCEPTANCE OF ITS GRADE, MILLING, SHEEN, AND FINISH. As Bella Citta has no control over installation methods or site conditions, we cannot warrant any installation or site related issue.

The patterns and color variations created in a living tree are like all of nature, never repeated. Naturally occurring wood characteristics such as mineral streaks, knots, variations in grain and color, are not considered defects. Your newly installed floor will vary from samples or pictures shown. These variations are not covered by our warranty. All wood flooring will undergo natural color changes due to the effects of sunlight and/or ultraviolet light and these changes are not covered under our warranty. Area rugs and other furnishings should be removed occasionally as they block sunlight and may give the appearance of discoloration under the rug. This is not a product defect.

Bella Citta warranties exclude indentations, scratches, any other damages caused by misuse, negligence, accidents, fire, erosion, insects, pets, shoes, pebbles, sand, and other abrasives, lack of proper maintenance, insufficient protection on furniture, and misuse or improper alterations of the manufactured product.

Pops, squeaks, crackles, and other objectionable noises related to the movement of the flooring are not a manufacturing defect. These noises usually arise from installation, environmental, or structural problems.

Hardwood flooring is a natural product and will expand and contract due to seasonal moisture level changes. Damage due to water and/or moisture, including, but not limited to damage resulting from broken or leaking pipes, wet mopping, weather conditions, or natural disasters is excluded from Bella Citta warranties.

Failure to follow installation instructions, proper maintenance guidelines, and appropriate environmental control practices will invalidate these warranties.

Bella Citta does not warrant products purchased on the internet or products purchased that are not first quality Bella Citta products.

Claims Information

In the unlikely event that your floor should fail, Bella Citta, at its sole option will repair or replace the defective planks to the original purchaser. Bella Citta reserves the right to have its representative inspect the floor and remove samples for technical analysis. A warranty claim cannot be filed for products that have not been paid for in full.