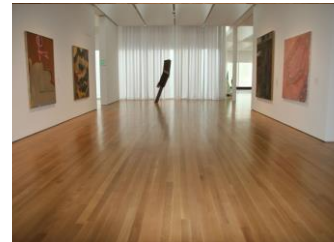


WHAT TO EXPECT

FROM THE NATURE OF WOOD



Wood is an extraordinary, beautiful, natural material that is proven to add value to your home—both as a financial investment, and from an enjoyment standpoint. Because it is a natural element, there are things you should know and expect from real hardwood flooring.

- **NATURAL COLOR CHANGES:** Just as your own skin “tans” with exposure to sunlight, wood flooring will undergo color changes with exposure to both artificial and natural light. Some color change may be dramatic—exotic species are especially prone to color change. Tiger Wood, for example, will become deeper and redder over time and with exposure to light. You should occasionally move area rugs and furniture that block light and may give the appearance of discoloration underneath.
- **NATURAL MOVEMENT:** Wood will expand and contract with seasonal moisture level changes. This may give the appearance of gaps or cracks in your floor—this is not a product defect. The wider the flooring, the more each individual piece will expand or contract with changes in moisture content. This movement can be minimized with proper use of HVAC including humidity control. Engineered flooring is less prone to natural movement, because it is “engineered” for dimensional stability but is still real wood and requires the same attention to indoor environment conditions like temperature and relative humidity.
- **NATURAL CHARACTERISTICS:** Naturally occurring wood characteristics such as mineral streaks, knots, variations in grain and color are part of every hardwood floor. These characteristics are what make each floor unique.