

TEXTURES

Textures Warranty Inspection & Resolution Process

At Textures, our goal is to resolve any concerns with your flooring or wall cladding installation as quickly and professionally as possible while minimizing disruption to your home and schedule. This document outlines what you can expect during the warranty inspection and resolution process.

What to Expect During Your Warranty Inspection

When a warranty concern is reported, our team will schedule an initial site visit to evaluate the issue. During this inspection, we may:

- Observe and document the condition
- Take moisture readings or measurements
- Photograph affected areas
- Review site conditions and environmental factors
- Discuss the history and timeline of the concern with the client

Following the inspection, our team will determine the appropriate next steps based on our findings.

Possible Resolution Paths

Installation-Related Concerns

If the issue is determined to be related to installation, our in-house Warranty Care Team can typically address the concern promptly.

Depending on the nature of the repair, the process may include:

- Scheduling a repair visit
- Ordering additional materials if needed
- Coordinating access to the home or project site
- Completing repairs and final walkthroughs

While many installation-related concerns can be resolved quickly, material availability may occasionally affect scheduling and completion timelines.



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Material-Related Concerns

If the issue appears to be related to the hardwood additional parties may need to become involved in the evaluation process.

This may include:

- A site visit with the Textures team
- A manufacturer representative inspection
- In some cases, a third-party NWFA inspector

Because these inspections often require coordinating multiple schedules, the evaluation process can take additional time. If replacement material is required, lead times can vary significantly depending on product type, manufacturing schedules, and product availability. In some cases, replacement material may arrive within 2 weeks, while specialty or custom products may take up to 10 weeks.

Communication Throughout the Process

We understand that warranty concerns can be stressful and disruptive. Our team is committed to:

- Maintaining clear communication throughout the process
- Providing updates as information becomes available
- Coordinating repairs as efficiently as possible
- Working toward a fair and timely resolution

While some warranty situations can be resolved quickly, others may require additional investigation, manufacturing coordination, or material lead times.

Our priority is always to resolve the issue properly while providing the best possible client experience.

Thank you for your patience and cooperation throughout the process.

— The Textures Team

Textures Care and Maintenance Guide

https://textureshardwood.com/wp-content/uploads/2025/10/textures-care-maintenance-guide_compressed.pdf

Textures Limited Warranty

<https://textureshardwood.com/wp-content/uploads/2023/07/Updated-Limited-Warranty-6.23.pdf>

