

# WARRANTY

## FINISH

Floor & Decor guarantees the finish applied to those boards against total wear, flaking, peeling or flaws in the application of stain and our finish for a period of thirty five (35) years as of the product purchase date. The warranty covering the finish is offered only on prefinished flooring sold and installed exclusively for residential use. Commercial or industrial use is excluded.

## STRUCTURAL

Due to their very permissive grade, those products are not covered by any structural guarantee.

## WARRANTY CONDITIONS

The warranty applies only when the flooring is installed according to the installation and maintenance guide. In order to benefit from the warranty, the purchaser must comply with maintenance instructions in the guide and follow the preventive measures indicated hereafter.

## BOARD INSTALLATION

The installer must examine each board before laying it down. Any board installed (nailed, stapled, glued or floating) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty on the basis of manufacturing defects or classification errors. If the owner hires a third party to install the flooring and cannot be present during the installation, the owner is responsible for the judgment of this third party. The installer should be able to evaluate wood quality (grade and shaping) and lay out colours according to the natural variations of the species chosen. Floor & Decor cannot be held responsible for errors resulting from poor judgment on the part of the installer. It is the responsibility of the owner to ensure that the wood delivered is what was chosen and ordered.

If you find fault with the grade of wood, its structural quality or finish, please stop the installation and contact your distributor immediately. Discard any board with a visible defect rather than installing it and marring the overall appearance of the floor.

Manufacturers offer consumers a range of hardwood flooring, nailers and staplers to choose from, including manual and pneumatic (air) models. It is the installer's responsibility to ensure that the staples are driven into the wood properly, because a dimple effect (or telegraphy) on wood surfaces is not considered a manufacturing defect. The installer should test a few boards, nail them in place and check extremities where boards meet, particularly in cases where boards are installed at a 90° angle to an exterior wall and daylight shines directly onto the floor (does not apply to a glued or floating installation).

Before installing wood flooring, the installer must ensure that the worksite and subfloors meet or exceed all applicable standards in the installation guide. Floor & Decor declines any liability for problems resulting from defects in the subfloor, its surface or the worksite itself.

Installation of flooring over radiant heating systems must comply with NWFA (National Hardwood Flooring Association) recommendations.

## FLOOR MAINTENANCE

The use of hardwood flooring cleaning products is mandatory in order to preserve wood lustre. Other products may discolour or damage the flooring and invalidate the warranty.

## WARRANTY EXCLUSIONS

**THE WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT AND IS NON-TRANSFERABLE. THE ORIGINAL PURCHASER MUST PROVIDE AN INVOICE OR PROOF OF PURCHASE IN ORDER TO BENEFIT FROM COVERAGE.**

The warranty against wear excludes damage caused by water, use of a wet mop, lack of maintenance, negligence, marks made by blows, accidents, scratches, furniture, house pets, high-heeled shoes, erosion, grit, sand or other abrasive substances, extreme environmental conditions, lack of preventive measures or improper protection. In order for coverage to apply, totally worn out areas must extend over at least 10% of the entire floor. Moreover, Floor & Decor cannot guarantee its finish against the fading that results from normal wear. Felt pads should be glued to the legs of furniture to avoid scratching the floor when objects are moved. The pads should be cleaned and replaced when necessary. Avoid sliding heavy objects or furniture over the floor. Lift them instead. Place floor mats at each doorway and in high traffic areas in the kitchen where water or oily detergents may damage the floor. Discoloration from exposure to sunlight is a natural phenomenon not covered by warranty.

Wear on garments or objects in contact with the finish cannot give rise to a claim for flooring or other items having experienced wear.

Wood is a natural material that expands and contracts with the seasons and with heating the home. Even when properly installed, slight gaps may appear between boards at various times of the year. Such gaps are not covered by warranty. Changes in relative humidity can also cause boards to split and crack. To be covered by warranty, cracks and splitting in boards must be visible at the time of installation and the boards discarded or replaced. Once a board is installed, no warranty is applicable, because cracking and splitting may be the result of external factors beyond the control of the manufacturer. It is important to maintain relative humidity in the home as constant as possible (between 37% and 45%). Use a humidifier or dehumidifier, as the case may be. Temperatures in the home should range between a comfortable 18°C and 22°C (65°F and 72°F).

During use, light cracking sounds may be heard once the floating floor is installed. Cracking sounds may occur more often and become louder during dry periods. This situation is not considered to be a manufacturing defect by Floor & Decor and is not covered by warranty.

Product defects that cannot be measured or are visible only under lighting or at a particular angle are not considered as defects covered under the Floor warranty.