

Manufacturer's Limited Warranty

Please read carefully before purchasing and installing this product.



OWNER / INSTALLER RESPONSIBILITIES

The owner and installer are solely responsible for ensuring that the installation is carried out in accordance with all written manufacturer installation instructions, applicable building codes, and recognized industry standards.

The owner and installer are also responsible for ensuring that the selected product is suitable for the intended application and that all job site conditions are acceptable before installation begins.

Prior to installation, every plank must be carefully inspected under adequate lighting for any visible defects, including but not limited to colour, gloss, dimensions, texture, finish, locking system and overall appearance. Any plank with a visible defect must not be installed.

Installation must be performed by a qualified flooring professional experienced in laminate flooring installation.

This product is manufactured in accordance with industry standards, which allow a maximum manufacturing tolerance of 5% for natural or manufacturing variations.

Installation of any portion of the flooring constitutes full acceptance of the product with respect to all visible defects. Claims for visible defects discovered after installation will not be accepted.

The owner and installer are solely responsible for ensuring that:

The subfloor meets all flatness, structural integrity and moisture requirements;
Concrete slabs are fully cured and have acceptable moisture levels;
An appropriate vapour barrier is installed where required;
Only manufacturer-approved underlayments, membranes and accessories are used;
Required expansion gaps, transition mouldings and movement joints are provided;
Cabinets, kitchen islands, partitions or any other permanent fixtures do not restrict the natural movement of the flooring unless specifically approved in writing by the manufacturer;
The flooring has been properly acclimated prior to installation;
Any radiant heating system complies with the manufacturer's installation requirements.

Failure to comply with any installation instruction immediately voids this warranty.

MANUFACTURER'S LIMITED WARRANTY

In addition to the legal warranty provided under applicable law, the manufacturer offers a limited warranty against wear-through (abrasion) for the period specified on the product packaging, subject to the following conditions.

To preserve your warranty rights, you must retain your original proof of purchase together with a copy of the installation instructions.

For the purpose of this warranty, abrasion means complete wear of the decorative layer over a minimum surface area of 1 cm².

The following are specifically excluded from this definition:

Scratches;
Chips;
Dents;
Edge wear;
Gloss variations;
Indentations caused by furniture, casters or high heels;
Damage to the locking system;
Swelling or deformation;
Damage caused by water beyond the product's specified water-resistant performance.

This warranty applies only when the product has been installed and maintained in accordance with the manufacturer's instructions and is used under normal residential or approved light commercial conditions.

Products installed in wet areas such as bathrooms, saunas, steam rooms or similar environments are excluded unless the product has been specifically designed and approved for such applications.

WARRANTY CLAIM PROCEDURE

All warranty claims must be submitted to the original retailer within 30 days of discovering the defect.

Claims must include:

Original proof of purchase;
Product identification;
Production code located on the back of the planks;
A detailed description of the defect;
Photographs, where applicable.

The manufacturer reserves the right to inspect the installation or appoint an independent inspector before approving any warranty claim.

Failure to provide the required information may result in denial of the claim.

MANUFACTURER'S REMEDY

If a claim is accepted, the manufacturer may, at its sole discretion:

Repair the defective area;
Supply replacement materials;
Replace the product with an equivalent product if the original product is no longer available.

The manufacturer's liability is strictly limited to the replacement value of the defective flooring materials.

Replacement materials may exhibit slight variations in colour, texture or finish due to normal manufacturing variations.

Any warranty service provided does not extend or renew the original warranty period.

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WARRANTY EXCLUSIONS

This warranty does not cover, including but not limited to:

Products sold «As Is», clearance products, or products sold without warranty;
Improper installation;
Failure to follow the manufacturer's installation instructions;
Improper acclimation;
Improper storage prior to installation;
Inadequate subfloor preparation;
Excessive subfloor moisture;
Structural movement of the building;
Cracks or movement in the concrete slab;
Subfloors that do not meet the required flatness specifications;
Failure to install a vapour barrier where required;
Use of non-approved underlayments, membranes or accessories;
Failure to provide the required expansion gaps;
Failure to install transition mouldings where required;
Installation beneath fixed cabinets, islands or other permanent fixtures without the manufacturer's approval;
Flooding;
Plumbing leaks;
Leaks from household appliances;
Standing water remaining on the floor beyond the product's specified water-resistant performance;
Damage caused by pets or animals;
Fire;
Chemical damage;
Abrasives materials such as sand, gravel or similar substances;
Misuse, negligence or abuse;
Impact damage;
Damage caused by moving furniture;
High heels or spiked footwear;
Natural fading or discoloration caused by UV exposure;
Normal gloss variations;
Normal aging of the product;
Any visible defect existing prior to installation.

LIMITATION OF LIABILITY

Under no circumstances shall the manufacturer be liable for:

Labour costs;
Removal of existing flooring;
Reinstallation costs;
Disposal costs;
Transportation costs;
Storage costs;
Loss of use;
Loss of income;
Loss of business;
Accommodation expenses;
Incidental damages;
Indirect damages;
Consequential damages;
Punitive damages.

Under no circumstances shall the manufacturer's total liability exceed the original purchase price of the defective flooring materials.

FORCE MAJEURE

The manufacturer shall not be liable for any damage or failure resulting from events beyond its reasonable control, including but not limited to:

Floods;
Earthquakes;
Hurricanes;
Tornadoes;
Fire;
Excessive humidity;
Structural movement;
Foundation settlement;
Natural disasters;
Government actions;
Any other force majeure event.

TRANSFERABILITY

This warranty applies only to the original purchaser of the product and is non-transferable, unless otherwise required by applicable law.