



25 years residential and 3 years commercial Limited Warranty

PRODUCT WARRANTY

PLANCHER TIMES FLOORING INC. whose place of business is 55 Sicard Street, Local 103, Ste-Therese, Quebec, Canada offers a twenty-five (25) years residential and three (3) years commercial limited warranty on his pre-finished wood flooring and covered by our exclusive finishing. At the term of this warranty, **PLANCHER TIMES FLOORING INC.** undertakes to replace or, as his choice, to repair all affected product by a fault covered by this warranty, in consideration and exclusions mentioned as per below.

A margin of imperfection not exceeding 5% is the accepted industry standard and, accordingly, shall not be considered as default for the purpose of this warranty. The identified waste as per second quality or sold as is are not covered by the warranty.

WEAR

PLANCHER TIMES FLOORING INC. guaranty for the same period of time of twenty-five (25) years residential and three (3) years commercial as per the product buying date, the UV finishing or as aluminum oxide against abnormal wear, cracking and peeling.

WOOD STRIP INSTALLATION

PLANCHER TIMES FLOORING INC. guaranty for the same period of time of twenty-five (25) years residential and three (3) years commercial as per the product buying date, the UV finishing or as aluminum oxide against abnormal wear, cracking and peeling.

Wood strips should be examined by the installer prior to installation. Each nailed board (installed) will be considered as accepted per the installer and/or the owner and will not be able, per consequent, be claimed in warranty to manufacturing or assembly defect.

If the grade selection, the quality of the fabrication and the finishing is unsatisfactory, installation should be halted and call your distributor immediately. When a wood strip shows any apparent defect, it should be put aside instead of installed and alter the global look of the floor. The installation on a radiant heating should be done as per agreed by the quality standards of the NATIONAL WOOD FLOORING ASSOCIATION (N.W.F.A.).

WARRANTY EXCLUSION

THE PRESENT GUARANTEE ONLY EXTEND TO THE ORIGINAL PURCHASER OF THE PRODUCT. IT IS NOT TRANSFERABLE. TO BENEFIT FROM THE WARRANTY, THE ORIGINAL PURCHASER MUST KEEP ITS INVOICE OR AN ANOTHER PROOF OF PURCHASE.

The warranty against the wear excludes water damage, use of a wet mop, lack of maintenance, negligence, scuffs, accidents, scratches, furnishing footprints, animals, high heels, erosion, stone, sand and other abrasive, extreme environmental conditions as well as a lack of adequate protective or preventive actions.

Also, **PLANCHER TIMES FLOORING INC.** cannot guarantee its finishes against dulling due to normal wear. It is recommended to tick felt pads under chair legs and furniture to ease movement and prevent scratches. These felt pads should be cleaned regularly and replaced as required. As well, it is recommended to lift heavy furnishing while moving. A suitable mat at the entrance door(s) as well as carpets should be used in front of working areas in the kitchen since water or oily detergents may damage the floor. Discoloration resulting from exposure to sunlight is a natural phenomenon and is consequently not covered under warranty.

Wood is a natural material that may dilate, soften or deform as per seasons and normal heating cycle. Even if the floor is well installed, some layer may deviate during different period of the year. The slight differences are not covered by the warranty. It is important to maintain relative humidity in the house at

a stable level between 35% and 55%. Delamination close to the surface may happen when the humidity is not properly controlled when using a dehumidifier, as the case may be. The room temperature is recommended to be between 18° C and 22° C (65° F - 72° F).

This warranty does not cover damage sustained during transportation, storage, installation or by any other cause that is not attributable to the product warranty as per described above. This warranty does not cover labour costs or any other loss or expense incurred as a result of a covered defect. The responsibility of **PLANCHER TIMES FLOORING INC.** at the term of this warranty is limited in fact to repair or replace the defective product as per the selected needed corrections.

No distributor, retailer, installer, agent, sales person or representative of **PLANCHER TIMES FLOORING INC.** is authorized to modify or increase the conditions or the duration of this warranty.

This warranty excludes and replace, any other present or future guarantee relative to the product including the legal warranty in the jurisdictions where the exclusion of such a warranty may be value stipulated. The purchaser of the product could not in any circumstance act against **PLANCHER TIMES FLOORING INC.** any rights or remedies, any whatever dimension it occurs in, except in cases specifically provided in this warranty, at the prescribed conditions.

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