

# LAURENTIAN HARDWOOD FLOORING WARRANTY

## **Full Lifetime Structural Integrity Warranty**

Structural Integrity means that Laurentian Hardwood flooring products will remain free from defective milling and grading for as long as the original purchaser owns the house. As a natural product, hardwood flooring will expand and contract through normal heating and non-heating seasons. Properly installed engineered hardwood floors may consequently experience some minor separation between boards at different times during the year. If minor separations do occur, they are not covered by this warranty. The relative humidity of the home should be maintained at a constant 25-60% throughout the year.

## **Full Finish Wear Layer Warranty**

The manufacturer warrants, to the original purchaser, that its prefinished surface layer will not wear through or separate from the Engineered wood for a full 25 years for residential installations and 5 years for light commercial installations and Solid wood for a full 25 years for residential installations only from date of purchase, when used under normal residential traffic conditions.

## **Warranty Protection Means...**

If a portion of your floor should fail with respect to any of the provisions of these warranties, the manufacturer, at its sole option, to the original purchaser, for as long as you own your home, and within the warranty time limits as outlined elsewhere in this warranty summary, will repair, refinish or replace such portion with the same product or another product of equal value.

In the unlikely event the manufacturer is unable to correct the failure after a reasonable number of attempts, they will refund, if requested, the purchase price for that portion of the floor that fails. To file a claim, first contact the retailer where the purchase was made. If the retailer is unable to satisfy the claim, contact the manufacturer by letter to Shnier, GESCO LP, 50 Kenview Blvd., Brampton, Ontario L6T 5S8 Attn: Warranty Claims Department. Claims must be filed within the warranty coverage period and information verifying date of purchase will be requested. The manufacturer reserves the right to have a designated representative inspect the floor and possibly take samples for technical analysis.

## **Warranty Exclusions**

The manufacturer's warranties do not cover indentations, scratches or damages cause by negligence, liquid spills, moisture, erosion, pets, insects, spiked heel shoes, pebbles, sand, or other abrasives, failure to follow instructions, improper maintenance, wet mopping, insufficient protection, misuse or improper alterations of the original product. Normal exposure to sunlight will cause subtle changes in the shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect. The use of matching putty during an installation should be considered a usual and common practice to fill small defects in the finished floor. Due to the natural character and variation in wood, up to 5% of each carton of material may contain natural or milling defects which need to be cut out, filled, or installed in a less noticeable location such as a closet or near a perimeter wall. **If material with visible or obvious defects, incorrect colour or unsatisfactory grade is installed, neither labour nor material will be covered under this warranty. Responsibility for final inspection and approval rests with the installer and/or homeowner.**

This writing is the complete and exclusive statement of the warranty, and is in lieu of all other express and/or statutory warranties. The manufacturer assumes no liability for incidental or consequential damages. However, some provinces do not allow the exclusion of limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that may vary from one jurisdiction to another. The sole remedy provided herein is the repair, refinish, or replacement of defective products. No warranties apply to any product or products designated as seconds, economy grade or nonstandard items. Any product or products so designated are sold "as is".

