



## **SUPERSOLID Hardwood Floors 25-Year Residential and 5-Year Light Commercial\* Wear-through Warranty, and Lifetime Structural Warranty**

**SUPERSOLID Hardwood Floors** are covered by a **25 Year Residential and 5 Year Light Commercial\* Wear-through warranty, and a Lifetime Structural warranty.**

This warranty is valid only if SUPERSOLID Floors recommended installation procedures are followed, applies to the original end user, and is not transferable. This Warranty covers only approved product applications.

This warranty is valid from the date of purchase, as shown on the consumer's invoice, starting June 1st, 2013.

**This warranty does not include labour costs. Any claim-related labour costs will be evaluated on a per-case basis, and any resulting payment is considered an accommodation.**

**The 5-Year Light Commercial warranty is “pro-rata”. A “pro rata” warranty provides for a refund or credit that decreases as the respective warranty period progresses, i.e., the warranty is reduced proportionally to the amount of time that you own it.**

### **1. Wear-through Warranty**

The warranty against wear is restricted to wear on the surface of the boards. The wear must be readily visible and cover a minimum of 10% of the installed floor. Gloss reduction is not considered wear.

### **2. Structural Warranty**

This product is free from manufacturing defects (milling and adhesion between layers) and will remain free of these defects for the term of the warranty.

### **Exclusions and Limitations**

The following are excluded from the present warranty:

1. Defects or damages caused by installation that does not comply with SUPERSOLID floors recommended installation procedures. Any failure as a result of poor workmanship is the sole responsibility of the flooring contractor and/or installer.

Important: all materials must be carefully inspected for visual defects, before installation. Colour or grain variation, knots and mineral streaks are NOT considered defects. Any installed boards are considered to have been acceptable by the installer and the owner! The use of stains, filler or putty sticks for the correction of defects during installation should be accepted as normal procedure.

2. Unapproved repair, modification or removal.
3. Damage caused by scratches, gouges, scuffs, punctures, tears, indentations, burn, lack of proper furniture floor protection, incidents like fire, flood or abuse. It is NOT recommended to slide heavy furniture or appliances as it may permanently damage your floor.

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## **SUPER SOLID**

H A R D W O O D

4. Damage due to exposure to excessive heat, wetness or dryness. It is very important to keep the relative humidity within the range that is recommended for SUPERSOLID floors (between 20% and 70%).
5. Denting, splits, warping, soiling or abuse caused by items such as inline skates, roller skates, stiletto heels, golf shoes or pets.
6. Damage due to improper maintenance.
7. Accidents or misuse.
8. Extreme weather conditions and natural disasters.
9. Slight colour differences between samples and actual flooring.
10. Insect infestations.
11. SUPERSOLID hardwood floors are manufactured in accordance with industry accepted standards which permit a defect tolerance not to exceed 5% of the total flooring purchased. Those defects may be of a manufacturing or natural type!

Proof of purchase is required when requesting warranty service. TORLYS reserves the right to examine the floor and remove samples, in order to determine the appropriate course to follow.

*\*Light Commercial refers to environments such as offices, boutiques, hotel rooms, retail stores, etc. located away from the outdoor main entryways or streets.*

### **How to Make a Claim**

Notify the dealer who sold you the material promptly, in writing. You must supply proof of purchase. Include the product name, quantity involved.

Once the dealer verifies the claim, the retailer will notify a TORLYS representative and if necessary, an inspection will be arranged. If you are unable to contact your dealer or are not satisfied with the dealer's recommendation, please contact TORLYS at 1 800 461-2573 – ext. 2376.

If a product defect is verified, TORLYS will arrange with the respective dealer for the repair or replacement of the defective portion of the floor. If the floor needs to be replaced partially or in whole, the replacement material will be the same design and coloration as the original. If the original flooring is no longer available, then other SUPERSOLID flooring product of similar type and of equal or higher value will be supplied. TORLYS will repair or replace a floor one time during the life of its Warranty.

### **Disclaimer**

TORLYS Inc. excludes and will not pay consequential damages (any loss of time, inconvenience, expenses, costs, etc.) under this Warranty. Repair or replacement of flooring material is the sole remedy.

TORLYS Inc. offers no warranty, express or implied, other than the one described herein; including any warranty of merchantability or suitability of the product for a particular purpose, and no other remedies shall be available except for those provided herein. This Warranty shall not be deemed to have failed its essential purpose while TORLYS Inc. is willing to repair or replace defective goods.

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### **TORLYS Inc. Offices**

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