

## TORLYS Flood Warranty

### TORLYS EverWood and EverTile Flooring Collections Warranty and Installation Instructions

- Only TORLYS protects homeowners in the case of household floods with an exclusive Flood Warranty.
- With TORLYS Flood Warranty coverage, homeowners are assured that their EverWood/EverTile floor will withstand damages caused by water-related household floods.
- This warranty is offered in addition to any other warranties provided by TORLYS for EverWood/EverTile and is valid for all purchases after June 1, 2018.

The following conditions apply:

- Flooring must be installed as per TORLYS Installation Instructions.
  - In the case of a flood:
    - the flooring must be removed within 5 days of the occurrence.
    - Remove the baseboards and any transitions.
    - Unclick the planks or tiles being careful not to damage them.
    - Wipe off the planks or tiles.
    - The floor should be placed in a well-ventilated area, stacked in a cross-hatch manner, face to face, back to back; stacks should be no more than 18" (46 cm) (please see photo 1 and 2) and brought back to its original dry condition. \*
- \* Important: Planks or Tiles must lay flat to avoid distortion.*
- The subfloor must also be dried out and brought back to acceptable conditions as noted in the installation instructions.
- After these conditions are met, the original floor can be re-installed.

**Remedy:** If the TORLYS flooring covered under this warranty does not perform adequately once re-installed, TORLYS will supply additional material to replace 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 similar coloration as the original. If the original flooring is no longer available, then other TORLYS flooring product of similar type and equal value will be supplied.

**Important:** This warranty is valid for one flood claim only.

- It applies to the original end user only for approved interior applications and is non-transferrable.
- The Flood Warranty covers flooring only. Labour charges, installation charges, or similar costs are **NOT** covered by this warranty, **nor** are any other damages caused by flooding, including but not limited to, baseboards, subfloor damage, accessories, etc..
- This warranty is not valid in conjunction with any insurance coverage.
- This warranty applies to floating installations only.

**Exclusions:**

- Damages caused by floods of contaminated water (e.g., sewage back up) or any liquids other than water.
  - Damages caused by Acts of God\*
- \*Note: the term Acts of God refers to natural events that cause damage and cannot be prevented, like storms, fires, etc..*
- Damages caused by improper maintenance, namely the use of non-recommended maintenance products.
  - Installations in areas that are both hot and humid, such as saunas, pools, and hot tubs.
  - Problems caused by hydrostatic pressure.
  - Changes in the colour of the flooring.

### How to make a claim

- Promptly notify the retailer where the product was purchased in writing.
  - Proof of purchase including product name as well as quantity involved is required.
- Once verified, a TORLYS representative will be assigned to the claim and inspections and claim processing will be completed.
- If you are unable to contact your retailer or are not satisfied with the retailer's recommendation, please contact TORLYS at 1 800 461-2573 – ext. 2376.

### Disclaimer

- Under no circumstances can TORLYS Inc. be held responsible for any loss of time, inconvenience, expenses, costs, or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
- The supply of replacement product is the sole remedy for Flood Claims.
- 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 the defective goods.

photo 1



photo 2



### **Head Office:**

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