

FLOORS @ WORK

NAF LAMINATE WARRANTY

Laminate: Return within 30 days from receipt of goods. A 25% restocking fee is applied to all approved returns.

Proof of Purchase: A signed original copy of the invoice from Floors@Work by an Authorized Officer of the Company is required.

Method of Refund: We do not keep any cash on the premises and as such all refunds will be mailed out/or picked up by the customer or its representative within 7 days of the date of return. The refund cheque will be made payable to the name on the invoice.

30 YEARS LIMITED RESIDENTIAL WEAR WARRANTY

The manufacturer warrants to the original purchaser of laminate flooring panels for 30 years from the date of purchase such that: the decor surface of the panels will not wear through. This limited warranty is NON-TRANSFERABLE, covers only approved product applications and is subject to the procedures, limitations, conditions, disclaimers, and exclusions set forth herein. This limited warranty only covers the original materials purchased. The panel joints will remain secure after installation and are free from manufacturing defects.

ONCE INSTALLED, ALL PLANKS WILL BE CONSIDERED AS ACCEPTED BY THE INSTALLER AND/OR HOMEOWNER.

30 YEAR LIMITED RESIDENTIAL WARRANTY CONDITIONS

- The laminate flooring panels must be properly installed in accordance with installation instructions and must be used only for indoor areas according to their utility rating.
- This limited warranty does not cover negligence, improper installation or maintenance, damages resulting from improper care, insufficient protection, improper alterations or repairs to the original materials, insects, severe accidents, exposure to extreme heat, moisture or dryness, inadequate product choice for conditions, burns, fire, natural disasters, or "Acts of God."
- The surface wear must be readily visible and cover at least 15% of the total area of flooring product for a claim to be considered.
- The surface wear or damage is not the result of abuse, improper care, and maintenance, sliding furniture, chairs (with hard plastic / metal castors) or heavy objects across the floor without proper protection, severe impact, scratching, curling, or chemical damage. Variation or reduction in gloss is not considered wear.

- This limited warranty applies to water damage from normal household spills when removed promptly. This limited warranty specifically excludes water damage from standing water, urine, or other corrosive liquids, excessive subsurface penetration or moisture emissions from concrete, leaking pipes or faucets, leading appliances such as but not limited to washing machines, dishwashers, and refrigerators, hydrostatic pressure, flooding, natural disasters, or Acts of God.
- This limited warranty does not cover moldings, underlay or accessories that are used with this product or any damage resulting from the use of these products with flooring.
- Laminate flooring panels installed with any manufacturing defect are not covered by this limited warranty. Any known manufacturing defect must be reported prior to product installation, or under any circumstance, no longer than thirty (30) days after the date of purchase to be covered under this limited warranty. Any such defective material will be replaced at no additional cost to the customer. Any damage that occurs during shipping is the responsibility of the shipping company.
- This limited warranty does not cover the difference in sheen that may occur from board to board with medium to dark colors of the product.
- Humidity should be between 35-55% and maintained throughout the year. Maintaining humidity levels may require use of a humidifier/dehumidifier.
- NAF laminate floors may be installed over hydronic radiant heated subflooring. To prevent buckling, warping, and cupping, never change the temperature of radiant heated subfloors by more than 1°C (2°F) each day. Before installing NAF laminates, radiant heat systems must have been tested and operational for at least three weeks. Surface temperature of the subfloors must not exceed 26°C (79°F).
- Abruptly turning on or off the radiant heat system can cause crowning and cupping of the boards which will not be covered by warranty. It is recommended that radiant heat systems be turned on and off gradually.
- Changing temperatures can affect the moisture content of wood products. As temperature rises, moisture decreases and may cause wood to shrink, and gaps will occur between boards. However, once the temperature decreases, moisture increases, and the boards will close back up. This is known as seasonal gapping and will occur with or without a flooring heating system and is not covered by warranty. Using a humidifier/dehumidifier may decrease the effects of seasonal gapping.
- Moisture of concrete subfloors or other subflooring must be tested prior to installing the floor. Tests must result in less than 2 lbs. per 1000 square feet per calcium chloride moisture test. Written documentation of the moisture test must be obtained to validate this warranty.
- A moisture barrier is required over concrete or gypsum floors and recommended for wood subfloor.

- Some squeaking or noise from flooring can be expected with humidity and temperature fluctuations, uneven subfloors, tight floorboards or inadequate space or expansion gaps. To prevent squeaking, ensure humidity is maintained between 35-55%, closely monitor temperatures, allow adequate expansion gap space around the floors, and examine subfloors prior to installation. Floors installed over subfloor with variations exceeding +/- 2mm in 2m will void warranty. Consumer should level subfloor for added strength in areas where floor is not level.
- Discoloration caused by area rugs are not covered under warranty. • This limited warranty excludes dissatisfaction with color, shade, texture variations from samples or printed color representations of NAF laminate products.

DISCLAIMER

This limited warranty does not create for or impose upon the manufacturer any obligations or liabilities arising from any other warranties, express or implied, including merchantability or fitness for a particular purpose. Under no circumstances can FLOORS AT WORK be held responsible or liable to the customer or any other person for any loss of time, inconvenience, expenses, costs, or other incidental, special, or consequential damage and disclaims liability for breach of any other express implied warranties with respect to this product. FLOORS AT WORK is under no obligation to reinstall or replace warranted planks or cover reinstatement costs. No obligation to replace or repair shall be extended to any subfloor materials, adhesives, supplies, or other materials used during removal, installation, or refinishing. The repair of defective product material or the supply of replacement product are the sole remedies. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the foregoing exclusion or limitation of incidental or consequential damages may not apply. This limited warranty gives the customer specific legal rights. Such rights may vary from one jurisdiction to another. This warranty shall not be deemed to have failed its essential purpose while FLOORS AT WORK is willing to repair or replace defective goods. Any replacement of good is for ONE TIME ONLY and all expressed warranties are Non-transferable.

For more information, please contact the retailer you purchased from.