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**TORLYS Hardwood  
25-Year Residential Wear Warranty  
Lifetime Structural and Joint Integrity Warranty**

TORLYS Hardwood, Cork and Lino floors are covered by a 25-Year Residential Wear Warranty, and a Lifetime Structural and Joint Integrity Warranty. These warranties apply to the original end user, are not transferable, and cover only approved product applications. Please note that these warranties are valid from the date of purchase as shown on the consumer's invoice. These warranties are valid only if proper installation (including the use of TORLYS recommended underlayment products, where needed) and maintenance procedures, are followed. Check with TORLYS Inc. (1-800-461-2573 ) for detailed information.

1. Wear-through Warranty

This 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. Lifetime Structural Warranty

We guarantee that this product is free from manufacturing defects and will remain free of these defects for as long as you own your residence.

3. Lifetime Joint Integrity Warranty

The joint will remain secure and the planks will not come apart. Note: All TORLYS Hardwood, Cork and Lino floors are engineered to minimize gapping that can occur in natural floors with seasonal fluctuations. Minor gapping (up to 0.2mm or 0.01 inches), without the unlocking of the pieces, may occur and is not considered a defect.

**Exclusions**

The following are expressly excluded from the present guarantee:

1. Defects or damage caused by installation that does not comply with TORLYS recommended installation procedures (for details please check our web page at [www.torlys.com](http://www.torlys.com) ). Any failure as a result of improper installation is the sole responsibility of the flooring contractor and/or installer.
2. Inadequate product choice for the flooring use conditions.
3. Damage due to improper maintenance. Refer to the TORLYS Maintenance Instructions, or contact TORLYS Inc. (1-800-461-2573 ) for recommended products.
4. Unapproved modification or repair.
5. Damage due to exposure to excessive heat, wetness or dryness. It is recommended that relative humidity in a home remain in the healthy range of 30–60% throughout the year. Keeping humidity within this range may require the use of a dehumidifier or a humidifier depending on the climate conditions.



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6. This Warranty does not cover denting, splits, warping, soiling or abuse caused by items such as inline skates, roller skates, stiletto heels, golf shoes or pets.

7. Accidents or misuse.

8. Replacement of materials, which have been installed, and that contain obvious visual defects.

9. Dissatisfaction with colour, shade or texture variations from samples or printed colour illustrations.

10. Damage caused by scratches, gouges, scuffs, punctures, tears, indentations, burns, lack of proper furniture rests; improper storage or incident such as fire, flood (also plumbing leaks such as overflowing of sinks or similar water damage) or abuse.

Note: Sliding heavy furniture or appliances may permanently damage your TORLYS floor.

11. Problems caused by moisture, mildew, alkaline substances or hydrostatic pressure.

12. This warranty only applies to TORLYS brand, first quality products.

### **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 and installation costs (if applicable.)

Once the dealer verifies the claim, he 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 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 TORLYS 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.

TORLYS Inc. excludes and will not pay consequential damages under this Warranty. Repair or replacement of flooring material is the sole remedy. This Warranty includes the cost of labour of professional installation only, or the replacement of defective floorboards only, if the installation is done by the homeowner to whom this Warranty applies.

There are no other Warranties, including merchantability or fitness for a particular purpose, expressed or implied other than the one listed within this Warranty. This Warranty shall not be deemed to have failed its essential purpose while TORLYS Inc. is willing to repair or replace defective goods.

### **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 repair of defective product or the supply of replacement product, are the sole remedies.

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

TORLYS Inc. Offices

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