

A 25-YEAR RESIDENTIAL WARRANTY

CONGRATULATIONS!

Thank you for choosing a Planchers Bellefeuille floor

Planchers Bellefeuille warrants to the original purchaser that the finish will not wear through or separate from the wood for a full 25 years. This warranty applies from the date of purchase, as long as the floor is submitted to normal residential wear. Regular preventive maintenance as recommended by Planchers Bellefeuille must be followed.

- Warranty is non-transferable and applies only to the original owner of the floor.
- A proof of purchase and/or a copy of the original invoice are required.

STRUCTURAL WARRANTY (GRADING AND MILLING)

Planchers Bellefeuille has an ongoing quality control of all the manufacturing steps involved in the production of its hardwood floors. All engineered floors are guaranteed against delamination as long as relative humidity required for hardwood floors between 35% and 55% are respected.

As hardwood is a product of nature, the industry standards are followed. Industry standards allow a tolerance in quality variation not exceeding 5% of the total quantity purchased. Planchers Bellefeuille will replace any material in excess of this 5% tolerance (no allowance for labour costs will be accepted).

READ THE FOLLOWING BEFORE INSTALLING YOUR HARDWOOD FLOOR

The installer assumes final responsibility for the quality of the product.

All flooring must be inspected prior to installation. Carefully examine your floor for color, grade, finish, and general quality before installing it.

If any material is not acceptable, immediately contact Planchers Bellefeuille **DO NOT INSTALL THE FLOOR.**

Once the strip/plank has been nailed down, it is deemed accepted by the installer and/or the owner.

PLANCHERS BELLEFEUILLE WILL NOT ACCEPT CLAIMS ON ALREADY INSTALLED MATERIAL.

- The surface wear must be readily visible. Gloss reduction is not considered surface wear. The surface wear due to incorrect maintenance or accidents will not be accepted. Example: scratches, dents, etc.
- The warranty will not apply in the case of indentations, scratches or damage caused by water, erosion, insects, pets, and spiked heel shoes.
- Any claim resulting from non-compliance with the recommendations listed or explained by staff, Planchers Bellefeuille may therefore not be held responsible for damage resulting from improper maintenance, non-compliance of, insufficient storage protection, poor maintenance, abuse and non-maintenance of the proper humidity controls.
- Planchers Bellefeuille cannot warranty fading due to sunlight. With time, normal exposure to sunlight may change the color of any hardwood floor. This discoloration is natural and is not due to a manufacturing fault. Cherry and Jatoba species are sensitive to UV light and color will darken with time.
- Since hardwood is a natural product the hardwood floor will continue to shrink and expand depending on humidity/heating & AC conditions. The small gaps between the strips/planks are normal.
- Wood is a natural, living material that reacts to the surrounding environment, certain factors (e.g. unusual humidity levels, and/or humidity fluctuations, a lack of acclimatization, etc.) may cause cracks and/or splits to appear in the floor.
- Installations that do not follow NWFA installation guidelines, could void the warranty. Prior to installation of any hardwood or engineered flooring product, the installer must determine that the job-site environment and the subsurfaces involved, meet or exceed all requirements as stipulated in the installation instructions. The manufacturer declines any responsibility for job failure resulting from or associated with subsurface or job-site environment deficiencies.

The warranty Planchers Bellefeuille 2018/03/12