

PLEASE READ THIS WARRANTY COMPLETELY. All warranties must be registered within 30 days of the purchase date or the warranty will be considered void.

PART 1 PRODUCT WARRANTY

This warranty applies to the original purchaser and the original site of installation only. The conditions and terms of this warranty are as stated herein and may not be altered by any dealer, installer, agent or distributor of PurParquet flooring.

Ensure that environmental conditions are maintained with a temperature of 65-75°F (18-24°C) and humidity at 40-60% (Gravity Series) and 30-80% (Stratos Series) at all times. Hardwood flooring reacts to changes in the environment. Excessive heat or dryness can result in gapping or splitting; excessive humidity can result in cupping. Gapping, splitting, cupping or other problems resulting from exposure to improper environmental conditions are not covered by the product warranty.

PART 2 OWNER AND/OR INSTALLER RESPONSIBILITY

PurParquet products are subject to strict quality control standards and comply with those in effect in the wood flooring industry and NWFA (National Wood Flooring Association) requirements.

The following responsibilities shall be deemed accepted by the owner of the floor, even if he/she is absent at the time of installation:

- Prior to installation, the installer and owner must make sure that the work site and subfloor comply with conditions specified in the PurParquet Installation Guidelines. *It is the responsibility of the installer and/or homeowner to inspect all pieces of flooring for defects prior to installation. Flooring that has been installed will be considered accepted and will not be eligible for replacement, even if the latter is absent at the time of installation.*
- The installer must select boards in a reasonable manner, and when necessary, either discard, install in a less conspicuous place, or cut boards with any type of irregularities.

PART 3

MANUFACTURING WARRANTY

Under the terms of this warranty, the responsibility of the manufacturer, PurParket Wide Plank Engineered Hardwood, is limited to any of the following measures, at PurParket's sole discretion and without any other form of compensation:

1. PurParket flooring shall not contain manufacturing defects in excess of industry standards (5% of total flooring quantity). If manufacturing defects are present in excess of industry standards, the defective pieces should be returned to the original place of purchase PRIOR TO INSTALLATION.
2. If PurParket deems the flooring to be defective, PurParket will replace it with an equivalent quantity of the same or similar product at no charge to the customer.
3. If PurParket is unable to furnish an equivalent replacement product, PurParket may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the defective portion of the floor. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product.
4. PurParket accepts no responsibility for labor costs incurred to remove or install products.
5. Wood is a natural product with naturally-occurring imperfections and variations in color, grain and appearance. Actual flooring products may differ in color, grain and appearance from illustrations and samples, and variations in color, grain and appearance will exist in any quantity of the flooring itself. These are not considered defects.

PART 4

FINISH WARRANTY

Natural Oil and/or UV-Cured Oil finished flooring does not have a wear through guarantee as the finish is an organic element that will wear off with regular use.

Gloss reduction is not considered surface wear. Scratches, indentations, marks, stains or other damage caused by negligent or accidental exposure to pebbles, grit, sand or other abrasives, pets, insects, high heeled or cleated shoes, fire, product spills, excessive moisture, heat or dryness are not considered normal wear and are not covered by this warranty.

THERE ARE NO OTHER EXPRESS OR LIMITED WARRANTIES EXCEPT AS SET FORTH ABOVE.

PART 5

WARRANTY EXCLUSIONS AND CONDITIONS

Naturally-occurring imperfections and variations in color, grain and appearance are inherent to the nature of the product and are not considered defects. The color of wood is affected by natural light, and many styles of PurParket floors will change color after installation. Color change is not considered a defect.

- New or replacement hardwood flooring may not match display samples, existing flooring, or other products and furnishings in your home.
- Installation must be performed in accordance with the installation instructions available online or requested through an authorized dealer in hard copy, and in accordance with local building codes.
- PurParket floors are for indoor residential use only.
- Environmental conditions must be maintained as specified, with a temperature of 65-75°F (18-24°C) and humidity at 40-60% at all times. Exposure to higher or lower levels of heat and/or humidity may result in expansion and/or contraction of the floor boards resulting in separation between joints, cupping or splitting of boards, or other problems. Problems resulting from exposure to levels of heat and/or humidity other than those specified herein are not covered by this warranty.
- Where the flooring is installed over a radiant heating system, the installation must conform to the manufacturers Special Instructions for Installations over Radiant Heat, including the placement of approved underfloor heat sensors.
- After installation, the system must be controlled so that the surface temperature of the floor does not exceed 82°F (28°C) and any changes in temperature are applied gradually to avoid shocking the floor.
NOTE: This instruction applies only to those styles of PurParket floors that are specifically approved for use over radiant heat.
- Care and maintenance must be carried out in accordance with manufacturer's instructions

PurParket bears no responsibility under the terms of the warranty and will pay no compensation in the following instances:

- Scratches, indentations, marks, stains or other damage caused by negligent or accidental exposure to pebbles, grit, sand or other abrasives, pets, insects, high heeled or cleated shoes, fire, product spills, excessive moisture, heat or dryness.
- Change in colour due to exposure to light; variations in colour, tone, grain patterns and other naturally occurring characteristics of wood.
- Problems arising from failure to follow manufacturer's written Installation, care and Maintenance guidelines.
- Expansion and contraction between boards or any other problems arising from exposure to improper heat and humidity levels.
- Damage due to exposure to excessive moisture from any cause or source, including but not limited to flooding, spills, excessive mopping or any standing liquid left longer than 30 minutes on the floor surface.

- Product defects have been caused by improper storage or transportation.
- Insufficient proof is available that PurParket's recommended maintenance instructions were followed.
- For repairs undertaken without the written permission of PurParket.
- To replace defective boards prior to installation.
- Product shipping or transportation costs have been incurred.
- In the absence of evidence provided by the customer from the date of the original purchase invoice of the PurParket product.
- A slight difference exists between sample colour and floor colour.
- Any deformation of the product which cannot be measured or that is only visible at a certain angle or under specific lighting is not covered by the warranty.
- For cracking or squeaking noise attributed to the flooring or sub-flooring, cupping of the flooring boards or surface dimpling.
- Wood displacement due to nailing, stapling or installation (i.e. dimpling and nail pops)
- Natural character marks and colour in the wood as allowed in the grade (display samples do not show all possible character marks allowed in the entire floor).

THESE WARRANTIES ARE NOT TRANSFERABLE. NO INSTALLER, RETAILER, DISTRIBUTOR OR AGENT OF PURPARKET FLOORING HAS THE AUTHORITY TO ALTER THE TERMS OR CONDITIONS OF THESE WARRANTIES.

PART 6 CLAIM PROCEDURE

Claims must be submitted in writing to the PurParket dealer where the product was purchased. Please include a copy of the original sales receipt (within 6 months of occurrence) and a photograph showing the cause of claim. In the event of a claim for an installation over radiant heat, please consult the manufacturer's Special Instructions for Installations over Radiant Heat. The dealer will assess and contact PurParket if warranted. This will require the details of original purchase, payment confirmation, installation, environmental conditions and details of the issue.

PurParket reserves the right to have any floor that is the subject of a complaint inspected by a designated representative and to authorize the representative to take samples for analysis purposes.

Please note that eligibility for a warranty claim, the wear-through must be evident and visible in more than 10% of the total floor surface. Isolated areas of surface wear in high traffic areas such as doorways, hallways, service counters, workstations, etc. are not considered normal wear-through and are not covered by this warranty. No other costs incurred to any party will be covered by PurParket and is not covered under this warranty.

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