



Groleau Floorings inc.
2095, de l'Industrie
Beloeil Qc. J3G 4S5

1-866-446-6667

Web: www.groleauinc.com

E-mail: contact@groleauinc.com

LIMITED WARRANTY

**Strips & Planks
Factory finished**

**For proper installation, please consult:
Prefinished flooring installation instruction**

The retailer, seller, re-seller, professional installer has the responsibility to inform the customer of the terms and limits of this warranty.

MAINTENANCE

You can use a humid cloth or sponge, as long as it is not too wet. Never let liquids sit on your floor, always wipe all spills. To avoid any premature wear of the floor, place a mat at each entrance of the house. Carpets should be put at strategic places where there is more traffic.

We recommend lifting your furniture when moving it and use pads under chair and table legs. To preserve the beauty of your floors, vacuum regularly to eliminate dust and dirt such as sand and small rocks that can permanently damage your floor.

Warning: Never wax your floor. Wax and varnish are not compatible. We do not recommend the use of soaps, detergents and cleaners other than those recommended by **Groleau Floorings Inc.**

GROLEAU FLOORINGS INC. WARRANTY

Groleau Floorings inc. has been recognized for the quality of its products for more than 50 years. One of our main preoccupation is the quality of our products. Our warranty, eligible for the 1st buyer, only covers uses that are recommended and approved by Groleau Floorings Inc.

COMPLETE WARRANTY FOR STRUCTURAL INTEGRITY.

Groleau Floorings Inc. certifies that its products are conforming to all standards of quality established by the industry and that all its products are free of manufacturing defaults, namely dimension and classification. Complete integrity means that «**GROLEAU**» flooring products will stay, for 25 years, free of manufacturing defaults and classification errors. Wood is a product of Mother Nature, therefore all wood flooring products can dilate or contract depending on seasons and heating cycles. Even if the flooring has been adequately installed, it is possible to experience movement and have some cracks or splits appear between strips at different periods of the year. These cracks or splits are not covered by the warranty.

25 YEAR RESIDENTIAL WARRANTY AGAINST WEAR.

Groleau Floorings warrants the first buyer, for a 25 year period from date of purchase, that the varnish won't completely wear out and that it won't unpeel when submitted to normal use and care. This warranty applies to «**GROLEAU**» prefinished hardwood flooring. The commercial warranty is 5 years. To be eligible to this limited warranty, the wear of the varnish surface must be visible and must affect 10% of the total surface of the «**GROLEAU**» flooring originally installed. Fading of the gloss is not admissible to the warranty.

GROLEAU FLOORINGS INC. PREFINISHED HARDWOOD FLOOR RESIDENTIAL WARRANTY MEANS:

In the case in which part of the hardwood floor would be defective, **Groleau floorings inc.** can, in accordance with it's warranty and at it's own discretion, choose to repair, refinish or replace the product by the same product or replace by a product of equal or higher value, without any fees to the first buyer as long as he/she is still owner of the building where the product is installed.

If it is impossible for **Groleau Floorings inc.** to correct any defect after a reasonable number of attempts, **Groleau Floorings inc.** will reimburse, on demand, the defective portion of the floor. For any claim, first contact your dealer where the product was purchased. If, for any reason, your dealer is unable to give you satisfaction, please write at **Groleau Floorings inc., 541 Dalcourt, Louiseville, Qc., J5V 2Z7**, care of claim department, you must include a dated proof of purchase. **Groleau Floorings inc.** reserves the right of having the floor inspected by a representative and that a sample can be taken for technical analysis.

WARRANTY EXCLUSIONS

The warranty does not cover any damages occurred during transportation, warehousing or installation.

This warranty is not transferable and only protects the initial buyer of the product. A proof of purchase can be requested.

The 25 years warranty only applies to a residential use . For commercial use, the warranty is 5 years.

Product described or identified or called «B» grade, second quality, rustic, antique, cabin, with imperfection or slight imperfection are not covered by the warranty.

Yellowing or color changes due to sunlight exposure are natural reactions and not covered by the warranty.

Groleau Floorings inc. manufactures its products in conformance with industry standards. According to those norms, natural color variations of the strips and planks are accepted and **Groleau Floorings inc.** does not guarantee those natural color variations of the strips, planks and the floor in general. Since our products are made from natural wood, some imperfections may be found. Industry standards allow a 5% tolerance on the overall quantity purchased. Warranty given by **Groleau Floorings inc.** concerns the quality of class sold, good manufacturing and moisture content at delivery; which is between 6% and 8%.

Groleau Floorings inc. will not be held responsible for any damage caused to their products resulting from the use of a glue other than **Groleau Prefinished parquet adhesive Pro-766, for the parquet flooring.**

Groleau Floorings inc. will not be held responsible for damage of the sold products or to anyone injured, resulting from unsuitable storage, such as places that are badly ventilated, too humid, or in a place that is inadequate to protect the product.

Groleau Floorings inc. will not be held responsible for damage of the sold product or anyone injured, resulting from the products that are not installed according to the instructions indicated and/or that proper care is not given with the intention of protecting the product.

Groleau Floorings inc. has undertaken the task of producing a product of superior quality. If there is any doubt of possible defects or you experience any difficulty, stop installation immediately and contact your reseller. The person designated for installation is totally responsible for the final result of the proper installation of the flooring and the colours properly harmonized. A strip or plank that is installed or altered is considered accepted by the installer; therefore it removes any responsibility of the manufacturer. If the owner discovers a defect after the work has been completed, **Groleau Floorings inc.** will not be held responsible.

WARRANTY EXCLUSIONS (CONTINUATION)

Groleau Floorings inc. will not guarantee its products if the installation has been made on inappropriate, uneven or badly prepared surfaces, or if it's been made on a humid surface or in a room with too much relative humidity.

Groleau Floorings inc. warranty on its flooring excludes all chips, scratches, cuts, or any other damages caused by negligence, an accident, water, erosion, insects, pet claws, high heels, non-conformity to installation instructions, bad maintenance, insufficient protection, bad use or inadequate modification to the product.

The responsibility of **Groleau Floorings inc.** is to replace the portion exceeding the norms as long as this portion is not installed or altered. Transport freights and labour are not covered by the warranty

No one can change the terms and limits of this warranty without written consent given by **Groleau Floorings Inc.**

- This document is a translation from the French version. If ever any doubt occurs, the French form prevails over the English form.



Planchers

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