



Warranty

Prefinished Hardwood Flooring

Structure and Finish

Elegance Plyquet makes exceptionally high quality prefinished exotic and domestic wood floors in both engineered and solid. We are proud to warranty to its original purchaser against defects in materials and workmanship. This warranty warrants all of our products not to warp, cup, or buckle when properly installed and maintained according to manufacturer's specifications.

Elegance Plyquet also warrants to the original purchaser that the finish of this Series will not wear through or separate from the wood for **25** years under the normal residential usage.

What You Should Do If You Need Warranty Service

You should immediately notify the authorized Elegance Plyquet dealer after discovering the defects. The following items must be provided to qualify for warranty claim:

- An original purchase invoice
- A description of the problem and a photo that clearly shows the warranty problem.

What We Will Do Should You Need Warranty

When we accept a claim under this limited warranty, we will authorize your dealer to repair or replace, at our option, the affected wood floor. In the event that the installed wood floor style is no longer available, our authorized dealer will replace the affected floor with a similar style with equal value.

What Will Not Be Covered In This Warranty

- Hardwood floor being a natural product will continue to expand and contract during seasonal and temperature changes. Product when properly installed may experience slight separation between boards. Because this is normal minor separations to occur, they are not covered by this warranty.
- Products determined to have any possible defect by installer should be returned immediately to your dealer for inspection or possible replacement prior to installation. Installation implies acceptance. No warranty related to appearance will be accepted once the Elegance Plyquet wood floor is installed.
- Any damage due to improper transportation, storage, handling, installation, or any other negligence related causes, is not covered by this warranty.
- Natural wood characteristics such as mineral streaks, small knots, grain variations, and natural wood color changes will not apply.
- Failures to follow manufacturers installation instructions including protecting the wood floor from sub-floor moisture.
- Excessive and inadequate humidity in the area.
- Water damage due to flooding, leaking, or broken plumbing.
- Improper alteration and repair of original manufacturer's product.

Note: Even though Elegance Plyquet puts every piece of crafted solid wood floors through strict quality control in every milling step, we reserve the right for a 5% tolerance as per industry standards, which is not covered in this warranty.

Care and Maintenance

Elegance Plyquet floors have been produced with great attention to ensure the best possible quality and workmanship. The longevity of any hardwood flooring is directly related to the proper installation and the commitment to appropriate care and maintenance.

It should be realized that wood is a natural product with its own natural variation of grains, colors and characteristics, which are perfectly normal with any wood product. Wood is also a living material, which reacts to change in the climate and surroundings. During summer's high humidity, the wood absorbs moisture and expands. In winter, when the surrounding is heated, humidity drops, the wood releases its humidity, and it shrinks and contracts.

Therefore it is necessary that the humidity in the room, wherever any hardwood flooring is installed, must be maintained at the level between 35 – 55 % by the use of humidifier and /or dehumidifier; and the room temperature is kept between 60 to 75 degrees F. by heating or air-conditioning system.

By simply following the instructions below, you will enjoy the long-lasting beauty of your Elegance Plyquet wood floors for many years to come:

- Sweep or vacuum your wood floor regularly to avoid the accumulation of dirt and dust that can scratch the floor finish.
- Quickly wipe drink spills, spots or marks with a dry or damp towel
- Use Bona wood cleaner occasionally to remove the build-up residue on the floor.
- Put felt-like pads under any furniture bases, chair legs, etc. to prevent scratches.

Note: Do not use products containing wax, oil, or polish on hardwood, as doing so will create a residue on the wood surface that will cause the finish to dull.