



## **Original Manufacture Warranty**

### **Structure and Finish**

Elegance Plyquet is the leading producer of high-quality factory finished hardwood floors. We are proud to warranty to its original purchaser against defects in materials and workmanship in the production of our product. Elegance Plyquet warrants all of our products from warping, cupping, or buckling 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 within 50 years under normal residential usage and 5 year light commercial usage.

### **Warranty Service Instructions**

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

- An original purchase invoice
- A description of the problem and photos that clearly show the warranty problem

### **What We Do**

In the event there is a defect with your Elegant Plyquet floor and we accept the claim under this limited warranty. We will authorize your dealer to repair or replace, at our option, the affected wood floor. If the installed wood floor style is no longer available, our authorized dealer will replace the affected floor with a similar style of equal or lesser value.

### **Claim Policy**

We want you to be satisfied with the products you receive from us as we pride ourselves in carrying only high-quality wood flooring. If you are unsatisfied with the claims decision of Elegance Plyquet regarding the wood flooring you have purchased from your dealer, there may be a variety of reasons why this may be the case.

Our policy for handling these complaints is through an un-biased, third-party certified wood flooring inspection. You may retain a certified wood flooring inspector with the National Wood Flooring Association. Upon the results of the inspection, Elegance Plyquet will reimburse you for the cost of the inspection plus wood flooring if the product you received from us is found to be inferior or defective and not in accordance to the standards of the manufacturer or NWFA/NOFMA rulings. We are not responsible for improper storage/handling after release from our warehouse, installation deficiencies found in the inspection.

### **Non-Warranty Related Examples**

- Hardwood floor being a natural product will continue to expand and contract during seasonal and temperature changes, seasonal gapping will not be covered under this warranty
- Products determined to have any possible defects by installer should be returned immediately to your dealer for inspection or possible material replacement prior to installation. Installation implies acceptance.
- No warranty related to appearance will be accepted once the Elegance Plyquet wood floor is installed
- Installation or other associated expenses are not covered under this warranty
- Damage due to improper transportation, storage, handling, installation, or any other negligence related causes
- Natural wood characteristics such as mineral streaks, knots, grain variations, and natural wood color changes will not apply
- Failures to follow manufacturer's installation instructions including protecting the wood floor from sub-floor moisture
- Improper alteration and repair of original manufacturer's product

**Note:** 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 are not covered within this warranty.

## **Care and Maintenance**

Elegance Plyquet solid 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 floor care and maintenance.

It should be realized that wood is a natural product with its own natural variation of grains, colors and characteristics. 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 or dehumidifier; and the room temperature is kept between 60 to 75 degrees Fahrenheit.**