



ELEGANCE PLYQUET

## 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 our products from warping, cupping, or buckling when properly installed and maintained according to manufacturer's specifications.

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 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.

It is necessary that the humidity in the room, wherever any hardwood flooring is installed, must be maintained at the level between **35 to 55% RH** through the use of humidifier or dehumidifier; and the room temperature is kept between **60 to 75 degrees Fahrenheit** starting from acclimation throughout the entirety of the warranty period. Failure to do so may result in void of warranty.

Elegance Plyquet 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. Products determined to have defect before installation may be returned at the discretion of the dealer. The following items must be provided to qualify for a warranty claim:

- An original purchase invoices
- A description of the problem in the flooring report
- Supporting evidence such as but not limited to photos

## **What We Do**

In the event there is a defect with your Elegance Plyquet floor and we accept the claim under this limited warranty. Elegance Plyquet will, at its option, authorize your dealer to repair or replace 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. Due to the nature of wood products, replacement flooring is not guaranteed to be an exact match of the original flooring in color or other natural characteristics.

## **Claims 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 claim's 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 rulings. Elegance Plyquet cannot be held responsible for improper storage/handling after release from our warehouse including installation deficiencies, environmental changes, and natural wood characteristics found in the inspection.

**Note:** Elegance Plyquet puts every plank of crafted wood floor through strict quality control in every milling step. Per industry standards, this warranty does not cover any defects unless the square footage of such defects exceeds 5% of the total square footage of your purchased floor.