



Ridge Core - Limited Warranty

LIMITED WARRANTY

Elegance Plyquet Ridge Core floors comes with a limited residential and commercial wear warranty that applies to the original purchaser of the product and is non-transferable.

Elegance Plyquet warrants the original manufactured flooring to be free of defects in material and workmanship for 25 years from the date of purchase. When properly installed and maintained according to manufacturer's specifications, the warranty will be honored.

This product warranty only applies to defects inherent to the material supplied. That is any material or production defects that are acknowledged by the manufacturer. The warranty covers the cost of the product only, installation and uninstallation costs are not covered under this warranty.

STRUCTURAL WARRANTY

Elegance Plyquet Ridge Core flooring is not resistant to prolonged excessive exposure to direct sunlight. Exposure can change the appearance of the flooring depending on the level of heat and direct light. Elegance Plyquet does not warranty any changes in appearance to the planks from exposure to sunlight or other environmental factors.

WARRANTY SERVICES

You should immediately stop installation and notify the authorized Elegance Plyquet dealer upon discovering 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

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 floor. If the installed floor style is no longer available, our authorized dealer will replace the affected floor with a similar style with equal or lesser value.

WARRANTY CONDITIONS

- The flooring must be installed properly as per the manufacturer's instructions.
- Ridge Core flooring should only be installed as is intended. Warranty does not extend to coverage such as, but is not limited to, ceilings, walls, or any exterior applications.

- Flooring must be installed after proper acclimation at room temperature 65-85 degree Fahrenheit for at least 24 hours prior to installation and maintained thereafter.
- Moisture content as well as sound and stability concerns of subfloor must be met to industry standards.
- Flooring must be maintained according to manufacturer's instructions.

EXCLUSIONS:

- Damage to the floor resulting from improper use or care.
- Changes in appearance from direct sunlight and/or heat.
- Damages resulting from improper installation.
- Damages resulting from direct, purposeful abuse.
- Natural expansion and contraction of subfloor.
- Any intermittent noises including squeaking or popping.
- Damage caused by fire or flood, moisture intrusion caused by emissions from subfloor, damage caused by furniture not protected by foot pads, cutting from sharp objects, or staining from mats or rugs.

RESIDENTIAL CARE AND MAINTENANCE

We recommend a dry sweep or vacuum to remove any dust or dirt before mopping.

Clean any spills with a damp cloth as soon as they happen.

Do not use anything abrasive or harsh chemical cleaners which may break down the finish.

Do not use anything oil based.

Protect against prolonged direct sunlight.

Use rugs with flooring safe rug pad or protective pads in high traffic areas.

Be sure to keep pet nails trimmed to avoid excessive scratching.