



Warranty

Every step of the [manufacturing process](#) goes through strict and rigorous QUALITY control standards. This is your best guarantee of superior QUALITY and consistency in our [products](#).

Structural lifetime warranty (residential)

BOA-FRANC inc. warrants to the original purchaser its MIRAGE Classic prefinished hardwood floor against any manufacturing defects. Manufacturing defects caused by improper milling, grading, staining and coating. Damages due to improper transportation, storage, installation, or any other cause are not covered. Product quality variation or error that does not exceed 5%, industry standard, is not considered a factory defect.

Whenever this warranty is applicable, BOA-FRANC's liability is limited to repairing or replacing, at the option of BOA-FRANC inc., the material in excess of 5%, material only. Excluding all others costs, such as transportation, storage, installation, cutting allowance, etc.

Residential 25 year finish warranty

BOA-FRANC inc. warrants, to the original purchaser, that the surface finish, UV cured polyurethane, factory applied on its MIRAGE Classic prefinished hardwood floor will not wear through or separate from the wood for a **full twenty five (25) years**, from the date of purchase, when used under normal residential traffic conditions, and as long as you follow the Preventive Maintenance and Regular Maintenance as prescribed here, in our MIRAGE Classic Installation Guide and in our MIRAGE Maintenance Guide.

Finish warranty excludes any indentations, scratches or surface damages caused by lack of proper maintenance, misuse, negligence, accidents, spiked heel shoes, water, wet mopping, erosion, pebbles, sand, other abrasives, insufficient prevention and/or protection. The surface wear must be readily visible and must cover at least ten percent (10%) of the surface area. Gloss reduction is not considered surface wear.

Use of floor care products other than those especially formulated for use on MIRAGE prefinished flooring, may damage your floor and may void the warranty.

If you need to file a claim under this Residential Warranty Program, you must first contact your MIRAGE Authorized Dealer where the original purchase was made. If the Authorized Dealer is unable to satisfy your claim, then contact by letter

BOA-FRANC Corporate offices at the following address:

Customer Service Department
BOA-FRANC inc.
1255, 98th Street
Saint-Georges (Québec) Canada
G5Y 8J5

** This 25 year finish warranty applies on all MIRAGE prefinished floors manufactured since October 1998

** The MIRAGE Classic warranty is applicable on all MIRAGE Classic flooring sold by our Authorized and Registered Dealers / Distributors only