

TORLYS Uniclic® Cork 25-Year Residential Wear Warranty

Wear-Through Warranty

All **TORLYS Uniclic® Cork** floors are covered by a **25-Year Residential Wear Warranty**. This Warranty applies to the original end user and covers only approved product applications. Please note that the Warranty is valid from the date of purchase as shown on the consumer's invoice.

Restrictions

The guarantee against wear is restricted to wear on the surface of **TORLYS Uniclic® Cork** planks or tiles. The wear must be readily visible and cover a minimum of approximately 10% of the installed floor. Gloss reduction is not considered wear. This Warranty is valid only if proper maintenance procedures are followed. Check with **TORLYS Inc.** for detailed information.

Important: To keep this Wear Warranty valid, **TORLYS Dressing** must be applied once per year or as required by traffic.

Lifetime Structural Warranty

We guarantee that this product is free from manufacturing defects and will remain free of these defects for as long as you own your residence.

Exclusions

The following are expressly excluded from the present guarantee:

1. Defects or damage caused by installation that does not comply with **TORLYS Uniclic® Cork** floor recommended installation procedures. Any failure as a result of improper installation is the sole responsibility of the flooring contractor and/or installer.
2. Inadequate product choice for the flooring use conditions.
3. Use of improper or nonrecommended Dressings.
4. Damage due to improper maintenance. Refer to the **TORLYS Uniclic® Cork Maintenance Instructions** or call **TORLYS Inc.** for recommended products.
5. Unapproved modification or repair.
6. Damage due to exposure to excessive heat, cold or dryness. (It is recommended that relative humidity in a home remain in the healthy range of 30–60% throughout the year. Keeping humidity within this range may require the use of a dehumidifier or a humidifier depending on the climate condition.)
7. This Warranty does not cover cracking, warping, soiling or abuse caused by items such as inline skates, roller skates, stiletto heels, golf shoes or pets.
8. Accidents or misuse.
9. Labour on installation of material with obvious visual defects.

10. Dissatisfaction with colour, shade or texture variations from samples or printed colour illustrations.
11. Damage caused by stains, scratches, gouges, scuffs, punctures, tears, fading, indentations, burns, lack of proper furniture rests; improper storage or incident such as fire, flood (also plumbing leaks such as overflowing of sinks or similar water damage) or abuse.
Note: Sliding heavy furniture or appliances may permanently damage your TORLYS Uniclic® Cork floor.
12. Problems caused by moisture, mildew, alkaline substances or hydrostatic pressure.

How to Make a Claim

Notify the retailer who sold you the material promptly, in writing. You must supply proof of purchase. Include the product name, quantity involved and installation costs (if applicable.)

Once the retailer verifies the claim, he will notify a TORLYS representative and if necessary, an inspection will be arranged. If you are unable to contact your Dealer or are not satisfied with the Dealer's recommendation, please contact TORLYS at 1 800 461-2573.

If a defect is verified, TORLYS will arrange for the repair or replacement of the defective floor. If the floor needs to be replaced, the replacement material will be the same design and colouration as the original. If the original flooring is no longer available, then other TORLYS Uniclic® Cork flooring product of equal value will be supplied. TORLYS will repair or replace a floor one time during the life of its warranty.

TORLYS Inc. excludes and will not pay consequential damages under this Warranty. Repair or replacement of flooring material is the sole remedy. This Warranty includes the cost of labour of professional installations only, or the replacement of defective planks or tiles only.

There are no other Warranties, including merchantability or fitness for a particular purpose, expressed or implied other than the one listed within this Warranty. This Warranty shall not be deemed to have failed its essential purpose while TORLYS Inc. is willing to repair or replace defective goods.

TORLYS Inc. Offices

Head Office: 1900 Derry Road East, Mississauga, ON L5S 1Y6

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