



# WARRANTY

**UNICLIC LAMINATES**

## 25 YEAR UNICLIC 9.5mm STEPS PERSPECTIVE WARRANTY TORLYS UNICLIC LAMINATE FLOORS

### WEAR WARRANTY

All Torlys **Uniclic 9.5mm Steps Perspective** products are covered by a 25 Year Residential Wear, Fade or Stain Warranty and are free from manufacturing defects.

This warranty applies only to the original purchaser of the product for residential use applications and is not be transferable.

This warranty applies to all first grade **Uniclic 9.5mm Steps Perspective** brand product purchases made after January 1, 2001

If the product wears through, fades or stains during the warranty period, Torlys will repair or replace the product, at its option.

2. The **UNICLIC 9.5mm STEPS Perspective** must be installed indoors in a residential application.
3. The surface wear must be evident, measuring at least one square inch and must not be the result of abusive conditions or accidents, such as but not limited to damage caused by severe impact, scratching or cutting.

### EXCLUSIONS

The following are expressly excluded from the present guarantee:

1. Defects or damage caused by installation that does not comply with **Uniclic 9.5mm Steps Perspective Flooring** 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. Damage due to improper maintenance; refer to Torlys **Uniclic 9.5mm Steps Perspective Flooring Maintenance Instructions** or call Torlys Inc. for recommended products.
4. Unapproved modification or repair.
5. Damage due to exposure to excessive heat, cold or dryness (It is recommended that the relative humidity in a home stay in the healthy range of 40-60% throughout the year. To accomplish this, it may require the use of a de-humidifier or a humidifier depending on the condition.).
6. Accidents or misuse.
7. Labor on material installed with obvious visual defects.

### NOTE

**9.5mm Steps Perspective is NOT covered by a Water Penetration Warranty. Furthermore, 9.5mm Steps Perspective is NOT recommended for extreme humid applications such as in saunas or swimming pool areas.**

### IMPORTANT

**This warranty is only valid if proper maintenance procedures are followed. Check with Torlys for detailed information.**

### CONDITIONS

The **25 Year Uniclic 9.5mm Steps Perspective Warranty** is subject to the following conditions:

1. The **Uniclic 9.5mm Steps Perspective** must be installed following the **UNICLIC 9.5mm STEPS Perspective** installation method using the approved **UNICLIC STEPS** accessories.

UNICLIC LAMINATE

TECH REF#  
INST37E

EFFECTIVE:  
10.21.02

1 OF 2

# 25 YEAR UNICLIC 9.5mm STEPS PERSPECTIVE WARRANTY TORLYS UNICLIC LAMINATE FLOORS

8. Dissatisfaction in colour, shade or texture variations from samples or printed colour illustrations.

## NOTE

Sliding heavy furniture or appliances may permanently damage your Torlys *Uniclic 9.5mm Steps Perspective Flooring*.

## HOW TO MAKE A CLAIM

1. 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).
2. Once the retailer verifies the claim, he will then 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.
3. 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 coloration as the original. If the original flooring is no longer available, then other

Torlys *Uniclic 9.5mm Steps Perspective* 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 labor of professional installations only, of the replacements of the defective floor boards 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 deem to have failed its essential purpose while Torlys Inc. is willing to repair or replace defective goods.

UNICLIC LAMINATE

[www.torlys.com](http://www.torlys.com)

Head Office: 6155 Kestrel Rd., Mississauga, Ontario, Canada L5T 1Y8

Western Office: 787 Cliveden Place Unit 600, Delta, British Columbia, Canada V3M 6C7

Eastern Office: 1111 Main Street, Suite 206, Moncton, New Brunswick, Canada E1C 1H3

Phone: 1.800.461.2573

Fax: 1.800.461.5220

TECH REF#  
INST37E

EFFECTIVE:  
10.21.02

2 OF 2