

**TORLYS EverWood™, EverTile™, RigidWood™ and RigidTile™**

**15-Year Commercial Warranty (Excluding Vista Collection)**

**5- Year Commercial Warranty (Vista Collection only)**

**Wear, Flood, Stain, No Gapping, Structural Integrity**

As of September 1, 2021

This warranty is non-transferable and covers approved, interior, non-industrial product applications, as detailed below. Please note that this warranty is valid from the date of purchase as shown on the TORLYS Dealer invoice. Labour charges or similar costs are not covered by this warranty,

These warranties are valid only if proper installation (including the use of TORLYS recommended underlayment products, if / when required), and maintenance procedures, are followed. Check with TORLYS Inc. (1-800-461-2573 or [www.torlys.com](http://www.torlys.com)) for detailed information.

**1. Wear-through Warranty**

This is restricted to wear on the surface of the boards. The wear must be readily visible, cover a minimum of 5% of the installed floor. Gloss reduction is not considered wear.

**2. Stain Warranty**

Products such as food, beverages and daily-use cleaning products will not stain your TORLYS EverWood™, EverTile™, RigidWood™ and RigidTile™ floor.

**3. Flood Warranty**

TORLYS EverWood™, EverTile™, RigidWood™ and RigidTile™ floors will withstand damages caused by water-related floods. This warranty is valid for 1 non-transferable flood claim per commercial unit when installed in a floating application. Please refer to TORLYS Flood Warranty that is available at [www.torlys.com](http://www.torlys.com).

**4. No Gapping Warranty**

TORLYS EverWood™, EverTile™, RigidWood™ and RigidTile™ floors are engineered to minimize gapping that can occur in natural floors with seasonal fluctuations. Minor gapping (up to 0.2mm or 0.01 inches), without the unlocking of the planks, may occur and is not considered a defect.

**Note:** the most frequent causes of excessive gapping are:

- Not meeting the required use of expansion joints (see installation instructions)
- Floor being pinned down by mouldings incorrectly installed, i.e., floor being pinned down by nails or glue
- Joints not properly clicked together, or debris caught in the joints
- Extreme dryness conditions (below 30 R.H.)
- **Note:** gaps/open joints on TORLYS EverWood™, EverTile™, RigidWood™ and RigidTile™ can be closed with the use of the TORLYS Bulldog® Tool.

**5. Structural Integrity Warranty**

TORLYS guarantees that EverWood™, EverTile™, RigidWood™ and RigidTile™ floors are free from manufacturing defects and warrants the structural integrity of the floor including stability and delamination.

**\*NOTE:** the above warranties are “pro rata”. A “pro rata” warranty decreases as the respective warranty period progresses, i.e., the warranty is reduced proportionally to the amount of time that you own it.

**This Warranty is applicable to installations in the following commercial areas:**

- Offices, Common Areas
- Hotel rooms, conference, and multipurpose rooms
- Retail stores
- Restaurants

**This Warranty is NOT applicable to installations in Heavy Commercial areas such as but not limited to airports and bus terminals.** In case of doubt about a specific type of location, please contact TORLYS Technical Services at 1-800-461-2573.

**Exclusions**

The following are expressly excluded from the present warranty:

1. Defects or damage caused by installation that does not comply with TORLYS recommended installation procedures (for details please check our web page at [www.torlys.com](http://www.torlys.com)). 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 the TORLYS Maintenance Instructions or contact TORLYS Inc. (1-800-461-2573) for recommended products.
4. Unapproved modification or repair.
5. Damage due to exposure to excessive heat, wetness or dryness. It is recommended that relative humidity in a commercial space 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 conditions.
6. This Warranty does not cover splits, warping, soiling, or damages that result from abusive conditions, or accidents, such as, but not limited to, severe impact, scratching, cutting, or the use of items such as inline skates, roller skates, stiletto heels, golf shoes or pets.
7. Damage from improper castors or wheels, or inadequate floor protection for rolling loads.
8. Replacement of materials, which have been installed, and that contain obvious visual defects.
9. Dissatisfaction with colour, shade, or texture variations from samples or printed colour illustrations.
10. Damages such as stains, scratches, gouges, scuffs, punctures, tears, fading, indentations and/or burns that result from a lack of proper floor protection; improper storage or incident such as fire, flood or plumbing leaks

**Note:** Sliding heavy furniture or appliances may permanently damage your TORLYS EverWood™, EverTile™, RigidWood™ and RigidTile™ floor.

11. Damage caused by water or moisture trapped beneath the floor.
12. Problems caused by moisture, mildew, alkaline substances, or hydrostatic pressure.
13. This warranty only applies to TORLYS EverWood™, EverTile™, RigidWood™ and RigidTile™ first quality products.
14. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the floor.



## **How to Make a Claim**

Register your TORLYS EverWood™, EverTile™, RigidWood™ and RigidTile™ Floor at [www.torlys.com](http://www.torlys.com) within 90 days of purchase.

In the case of a claim, notify the dealer who sold you the material promptly. If not registered, you must supply proof of purchase.

Once the dealer verifies the claim, a TORLYS representative will be notified 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 -ext 2371.

If a product defect is verified, TORLYS will arrange with the respective dealer for the repair of the defective product or for the supply of enough product to replace the defective portion of the floor. If the floor needs to be replaced partially or in whole, the replacement material will be the same design and coloration as the original. If the original flooring is no longer available, then other TORLYS flooring product of similar type and of equal or higher value will be supplied. TORLYS will supply replacement material one time during the life of this Warranty.

## **Disclaimer**

TORLYS Inc. excludes and will not pay consequential damages (any loss of time, inconvenience, expenses, costs, etc.) under this Warranty. Repair or replacement of defective flooring material is the sole remedy. This Warranty does not include the cost of labour, installation charges or similar costs.

TORLYS Inc. offers no warranty, express or implied, other than the one described herein; including any warranty of merchantability or suitability of the product for a particular purpose, and no other remedies shall be available except for those provided herein. 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.**

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