

11/01/2022

TORLYS Flood Warranty for Property Management TORLYS RigidWood™ and RigidTile™ Flooring Collections Warranty and Instructions

Only TORLYS protects Property Management in the case of floods with an exclusive Flood Warranty.

With TORLYS Flood Warranty coverage, Property Managers are assured that their RigidWood™ and RigidTile™ floor will withstand damages caused by water-related floods.

This warranty is offered in addition to any other warranties provided by TORLYS for RigidWood™ and RigidTile™ and is valid on all purchases after October 1, 2022.

The following conditions apply:

1. Flooring must be installed in accordance with TORLYS installation instructions.
 2. In the case of a flood:
 - The flooring must be removed within 3 days (72 hours) of the flood.
 - Remove the baseboards and any transitions.
 - Carefully lift-up the entire row and then unclick the end joints. *
**Gently angle the floor upwards to unclick rather than aggressively pulling apart to limit the amount of joint breakage.*
 - Wipe off as much moisture as possible from the planks or tile.
 - The flooring should be placed in a well-ventilated area, stacked in a cross-hatch manner, face to face, back to back; stacks should be no more than 18" (46 cm) (please see photo 1 and 2) and brought back to its original dry condition.*
**Important: planks must lay flat to avoid distortion.*
 - There may be joint damage during the removal. Separate the damaged planks from the ones that are in good condition. Planks with joint damage will still be useable, however, joint adhesive will be required to re-install these planks. For RigidWood™ and RigidTile™ use a water-based vinyl seam sealer such as Roberts 7500 or equivalent.
 - It is recommended to keep an extra carton or two for added protection in case of floods.
 - The subfloor must also be dried out and brought back to acceptable conditions as noted in the installation instructions.
 - After these conditions are met, the original floor can be re-installed.
- ❖ **Important: this warranty is valid for one flood claim only.**
- This warranty applies to approved interior applications for the original purchaser only and is non-transferrable.
 - The Flood Warranty covers flooring only. *
**Labour charges, installation charges, or similar costs are NOT covered by this warranty, nor are any other damages caused by flooding, including but not limited to, baseboards, subfloor damage, accessories, etc.*
 - This warranty is not valid in conjunction with any insurance coverage.
 - This warranty applies to floating installations only.

TORLYS

we make flooring better

11/01/2022

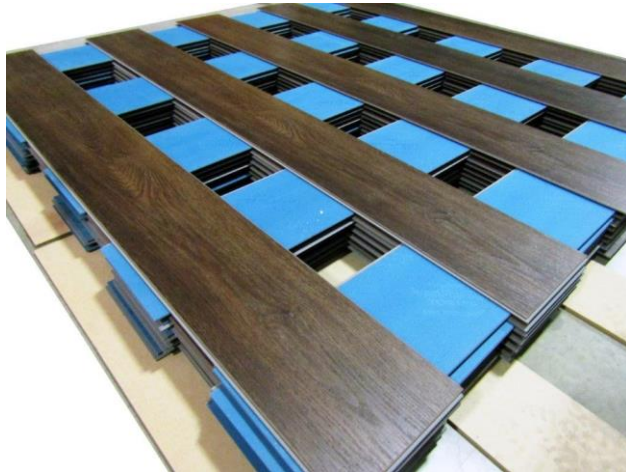


Photo 1

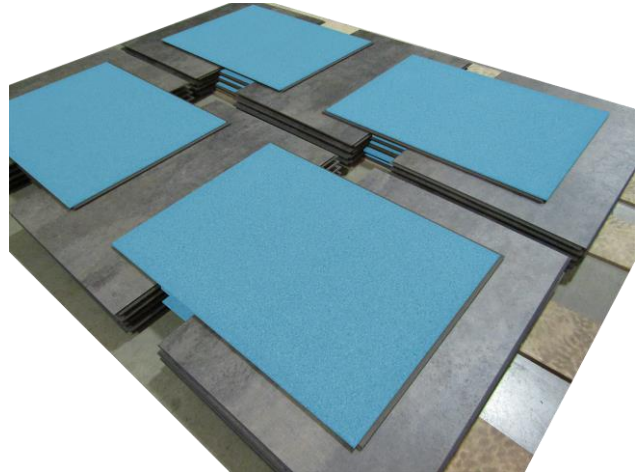


Photo 2

Exclusions:

- Damages caused by floods of contaminated water (e.g., sewage back up) or any liquids other than water.
- Damages caused by Acts of God. *
**Note: the term Acts of God refers to natural events that cause damage and cannot be prevented, like storms, fires, etc.*
- Damages caused by improper maintenance, namely the use of non-recommended maintenance products.
- Installations in areas that are both hot and humid, such as saunas, pools, and hot tubs.
- Problems caused by hydrostatic pressure.
- Changes in the colour of the flooring.

How to make a claim

- Promptly notify, in writing, the dealer or contractor from whom product was purchased.
- Proof of purchase, including product name as well as quantity affected, is required.
- Once verified, a TORLYS representative will be assigned to the claim and inspections and claim processing will be completed.

Disclaimer

- Under no circumstances can TORLYS Inc. be held responsible for any loss of time, inconvenience, expenses, costs, or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
- The supply of replacement product is the sole remedy for Flood Claims.
- 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 the defective goods.

TORLYS Inc., 1900 Derry Rd. E., Mississauga, ON L5S 1Y6
T: 855 486-7597 | 905 612-8772 | F: 800 461-5220
www.torlys.com