



TORLYS RigidWood FIRM Elite 15-Year Commercial Warranty

TORLYS RigidWood FIRM Elite floors are covered by a **15-Year Commercial, Wear, Structural and Joint Integrity / No Gapping Warranty**. This Warranty applies to the original end user and covers only approved interior, non-industrial, product applications***. Please note that this warranty is valid from the date of purchase as shown on the purchase invoice, starting December 9th, 2019. Labour charges, installation charges or similar costs are not covered by this Warranty.

*** Examples of approved installation areas:

- Hotel rooms and meeting rooms; offices, including all areas of doctors' offices; retail stores; restaurants, dining areas; Retirement Homes; libraries.

TORLYS RigidWood FIRM Elite floors are guaranteed for installation over radiant-heated sub-floors. For details and limitations, please check the "[TORLYS Flooring Warranty and Instructions for installation over radiant-heated sub-floors](#)".

Warranty Details / Restrictions

1. Wear :

The guarantee is restricted to wear on the surface of the planks or tiles. The wear must be readily visible and measure a minimum of 1.4 square centimeters (0.5 square inches) and cannot be the result of abusive conditions or accidents such as, but not limited to, damage caused by severe impact, scratching or cutting, or faulty maintenance. Gloss reduction is not considered wear.

2. Structural Integrity :

We guarantee that this product is free from manufacturing defects and will remain free of these defects for the duration of this Warranty.

3. Joint Integrity / No Gapping*:

* when temperature at the surface of the flooring does not exceed 122°F (50°C), as per the RigidWood FIRM Elite installation instructions.

The joint will remain secure and the planks will not come apart. All TORLYS floors are engineered to minimize gapping. Minor gapping (up to 0.2 mm or 0.01 inches), without the unlocking of the planks, may occur and is not considered a defect.

Important: gaps / open joints on TORLYS RigidWood FIRM Elite can be closed with the use of the TORLYS Bulldog™ Easy Plank Replacer.

NOTE : The above warranties are "pro rata". A "pro rata" warranty provides for a refund or credit that decreases as the respective warranty period progresses, i.e., the warranty is reduced proportionally to the amount of time that you own your floor.

This Warranty is NOT applicable to installations in :

- Heavy traffic areas such as, but not limited to, public areas in airports, bus stations, etc.

Note : in case of doubt about a specific type of location, please contact TORLYS technical services at 1-800-461-2573, ext. 2406 or 2371).

This Warranty is valid only if proper installation and maintenance procedures are followed. Check with TORLYS Inc. for detailed information.



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. Any failure as a result of improper installation is the sole responsibility of the flooring contractor and/or installer.
2. Inappropriate product choice for the flooring application.
Note : RigidWood FIRM Elite floors are designed for indoor use only.
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.
6. Accidents or misuse.
7. This warranty does not cover denting, soiling or abuse by items such as stiletto heels, golf shoes or pets.
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, to actual product runs.
10. 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, or abuse.
Note : Sliding heavy furniture or appliances may permanently damage your TORLYS RigidWood FIRM Elite floor.
11. Problems caused by hydrostatic pressure.
12. Discoloration caused by the use of rubber-backed mats, or any other mats not identified / labelled as non-staining.
13. Expenses related to the moving of furniture or appliances, and general loss of use and any related expenses.
14. This warranty only applies to TORLYS first quality products.
15. 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

Notify the dealer who sold you the material promptly, in writing. You must supply proof of purchase. Include the product name and quantity involved.

Once the dealer verifies the claim, the retailer 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 – ext. 2376.



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 equal or higher value will be supplied. TORLYS will supply replacement material one time during the life of this Warranty.

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 repair of defective product or the supply of replacement product, are the sole remedies.

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. Locations

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

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