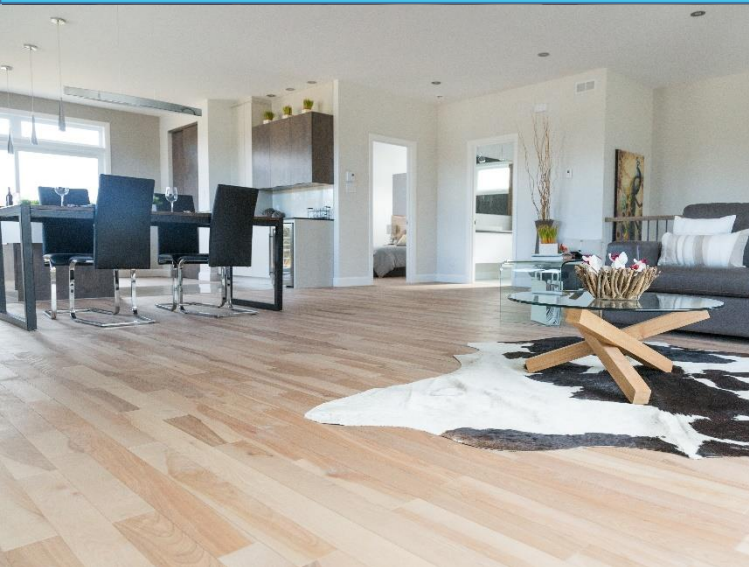




ALEXANDRA
PARQUETS

SIGNATURE
OILED FLOORS

WARRANTY CERTIFICATE PREOILED HARDWOOD FLOORS



WARRANTY CERTIFICATE



www.parquetsalexandra.com

WARRANTY HARDWOOD FLOORS

Parquets Alexandra warrants to the original purchaser that the prefinished or preoiled hardwood floor meets the quality standards of Parquets Alexandra and the industry. This warranty applies only if the floor is installed and maintained according to the manufacturer's instructions and applies only to residential and light commercial installations – no warranty is provided for heavy commercial use. This warranty applies to the original purchaser and proof of purchase must be provided for the application of the guarantee. This warranty is not transferable.

Structural lifetime warranty

Parquets Alexandra Structural lifetime warranty in the Signature collection applies to all profiling defects. However, a margin not exceeding 5% is acceptable and does not constitute a structural defect applicable to this guarantee. The validity of the structural warranty is based on compliance with environmental requirements and to maintaining relative humidity between 40 and 50%.

Warranty against finish wear- Signature (Preoiled)

No finish warranty applies to the oiled finish because the oil becomes part of the wood. It is therefore normal that the wear of wood also causes wear of the oil. This applies to both residential and commercial use.

Warranty Exclusions

Parquets Alexandra assumes no responsibility and shall not pay any compensation for the following points/issues, but that are not limited to these:

- ◆ Installation not in accordance with the recommendations of the Installation Guide.
- ◆ Improper storage or transportation.
- ◆ Different environmental conditions than those required.
- ◆ Excessive exposure to sunlight.
- ◆ Deformation caused during installation by tools.
- ◆ Damage caused by misuse, falling or friction of object, abrasive (salt, sand and other), high heeled or spiked shoes, domestic animal's claws and/or other scratches.
- ◆ Inadequate protection under the legs of chairs, tables or other furniture.
- ◆ When the floor is installed in the basement, with the exception of engineered wood and ¾" solid hardwood in the Signature collection (Except Hard Maple not guaranteed).
- ◆ Maintenance does not comply with maintenance recommendations from our maintenance flyer. Parquets Alexandra has developed a range of specific products

for maintenance and repair of our oiled floors and is not liable for the use of products other than those distributed under the brand SIGNATURE. Maintenance procedure will begin 21 days after the date of production of the wood.

- ◆ Use of a different mop than sponge mop or string mop.
- ◆ Use of a mop that has been contaminated with other soap than Signature products of Parquets Alexandra.
- ◆ Mop washed with another product than water.
- ◆ Non-pressed mop.



Parquets Alexandra recommend to use a string mop for the maintenance of the floor. Do not try other types of mop, such as steam mops, which open the wood pores and let penetrate water in the floor. Furthermore, flat mop (mop with reusable pad) must be washed in the machine with water only. Do not wash it with detergent and/or softener. These products affect the fiber and leave a greasy substance on the floor.



Exclusion of warranty due to natural physical properties of wood

The following natural phenomena are excluded from the warranty:

- ◆ Depending of humidity variations, the wood expands or contracts and can create thin gaps between the boards.
- ◆ Exposure to light and to air alters the color of all wood species.

Parquets Alexandra obligations

Parquets Alexandra responsibility is limited to the repair or replacement of the defect and does not cover any costs of labor or other disadvantage connected to replacement of a floor/defect.

Claims Process

For filing a claim, you need first to contact your authorized Parquets Alexandra retailers. The written complaint must reach Parquets Alexandra within six months after the problem occurred. Failing an agreement with your retailer send all documents submitted to your retailer by mail to:

Parquets Alexandra
945 rue Jean Marchand, Lévis, QC
G6Y 9G5

Or by email at:

info@parquetsalexandra.com



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Parquets Alexandra
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Limited lifetime warranty

Lifetime structural warranty



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