



ALEXANDRA
Parquets



INTEMPOREL
preoiled hardwood floors

WARRANTY CERTIFICATE
PREOILED ENGINEERED LOCK FLOORS



WARRANTY CERTIFICATE



www.parquetsalexandra.com

WARRANTY ENGINEERED LOCK FLOOR

Parquets Alexandra warrants to the original purchaser that the preoiled lock engineered floors meet 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 only applies to residential and commercial installations, except for heavy commercial use. This warranty applies to the original purchaser and a proof of purchase must be provided for the application of the guarantee. This warranty is not transferable.

Structural warranty

Parquets Alexandra lock engineered wood floors are manufactured according to the most severe quality standards and are inspected rigorously in all stages of their production. Parquets Alexandra protects the original purchaser of the engineered floor and guarantees their engineered floor against delaminating, warping, torsion, bending and the formwork when used under normal conditions and according to the maintenance and installation recommendations and of the installation guide and maintenance.

Warranty against finish wear- Intemporel (Preoiled)

No 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 in 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 that are not limited to these:

- ◆ Installation that does not concord with the recommendations of the Installation Guide.
- ◆ An improper storage or transportation.
- ◆ Different environmental conditions to those required.
- ◆ Excessive exposure to sunlight.
- ◆ Deformation caused by tools during installation.
- ◆ Damage caused by misuse, falling or friction of object, abrasive (salt, sand and other), high heels or spike, domestic animal's claws or other scratches.
- ◆ Inadequate protection under chair legs, tables or other furniture.
- ◆ When the floor is installed in the basement, with the exception of engineered wood and solid hardwood 3/4" in the Intemporel collection (Except maple which is not guarantee).

- ◆ Maintenance that 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 INTEMPOREL. Maintenance procedure will begin 21 days after the date of production of the wood.
 - ◆ Use of a different mop than a sponge mop or a string mop.
 - ◆ Use of a mop that has been contaminated with other soap than Parquets Alexandra's one.
 - ◆ 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's obligations

Responsibility of Parquets Alexandra is limited to the repair or replacement of the defective products up to the total purchase price of the floor (excluding installation). Parquets Alexandra does not cover any costs of labor or other disadvantage connected to the replacement of the floor. The warranty applies only to the original purchaser and is not transferable. The guarantee will cover only products bought from an authorized retailer of Parquets Alexandra.

Claims Process

For filing a claim, you first need to contact your authorized Parquets Alexandra retailers. The written complaint must reach Parquets Alexandra within six months after the problem occurred. In the absence of 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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Limited lifetime warranty

Lifetime structural warranty



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