



SIGNÉ 

ALEXANDRA
prefinished hardwood floors



EXPRESSION
prefinished hardwood floors

ALEXANDRA
Parquets

WARRANTY CERTIFICATE PREFINISHED HARDWOOD FLOORS



WARRANTY CERTIFICATE



www.parquetsalexandra.com

WARRANTY HARDWOOD FLOORS

Parquets Alexandra warrants to the original purchaser that the prefinished 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.

Lifetime Structural warranty

Parquets Alexandra Lifetime Structural warranty in the Intemporel, Expression and Signe Alexandra collections 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- Expression & Signe Alexandra (Prefinished)

Parquets Alexandra guarantees to the original purchaser of a prefinished floor against peeling, chipping and/or wear of the finish. However, the wear of the finish must be obvious and represent at least 10% of the total floor area.

- ◆ 35 years from the date of purchase for residential level and under normal conditions of use.
- ◆ 3 years from the date of purchase for commercial level, for projects with low traffic such as: office, shop, clinic. Also, the project must be registered with the manufacturer who will authorize the installation.

Warranty Exclusions

Parquets Alexandra assumes no responsibility and shall not pay any compensation for the following issues, but 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 objects, abrasives (salt, sand and other), high heels or spiked shoes, domestic animals 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 Intemporel 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 INTEMPOREL. 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 Intemporel 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 mps, 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 boards 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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T. 1 855 833.1133
F. 418 833.1134

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Limited lifetime warranty

Lifetime structural warranty

Warranty 35/3

Finish warranty

35 years - Residential

3 years - Commercial



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