



SIGNÉ 

ALEXANDRA
prefinished hardwood floors



EXPRESSION
prefinished hardwood floors

ALEXANDRA
Parquets

WARRANTY CERTIFICATE PREFINISHED ENGINEERED T-G FLOORS



WARRANTY CERTIFICATE



www.parquetsalexandra.com

WARRANTY ENGINEERING FLOOR

Parquets Alexandra warrants to the original purchaser that the prefinished 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 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, according to the maintenance and installation recommendations and of the installation guide and maintenance.)

Warranty against finish wear- Signé Alexandra and Expression (Prefinished)

Parquets Alexandra guarantee to the original purchaser for prefinished floor against peeling, chipping and wear. However, the wear 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, store, clinic. Therefore, 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 points but are not limited to these:

- ◆ Installation not in accordance 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 animals 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 not guarantee).
- ◆ 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 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 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's obligations

Responsibility of Parquets Alexandra is limited to repair or replacement of the equipment up to the total purchase price of the floor (excluding installation). Parquets Alexandra does not cover any costs of labor or otherwise 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 need first to contact your authorized Parquets Alexandra retailer. 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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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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