

## PRODUCT WARRANTY

Tosca Floors offers a comprehensive warranty package that includes a limited lifetime warranty against manufacturing defects on the boards as well as a 35 year residential warranty against premature wear, flaking or peeling of the finish. If any claim arises it will be pro-rated based on the length of time from the purchase date.

The warranty starts from the date of purchase. Under the terms of this warranty Tosca Floors commits to replace, refinish or repair any defective planks, as determined solely by Tosca Floors, should the warranty apply. Any repairs attempted before inspection by a Tosca representative will render the warranty invalid.

This warranty applies only to the original purchaser of the product and is not transferable. To make a warranty claim the original purchaser must retain his/her receipt and/or other proof of purchase.

A margin of error or imperfection not exceeding 5% is an accepted industry standard and therefore does not constitute a structural, manufacturing and/or finishing defect under the terms of this warranty.

In order to benefit from the warranty, the purchaser must prove the flooring has been installed professionally and has complied with the maintenance, care, installation instructions and preventive measures as laid out in the Installation, Care and Maintenance Instructions section on our web site.

Any damage due to improper storage and/or handling/transportation is not covered by the warranty.

## WARRANTY CONDITIONS AND EXCLUSIONS

Aside from the conditions outlined in the Installation, Care, Maintenance and preventative measures section, the warranty excludes damage caused by: structural changes or unevenness in the sub-floor, sub-floor moisture, negligence, water, incorrect humidity level maintenance, detergents, pet claws, spiked and high heeled shoes, sharp objects, abrasives (salt, sand, glass, etc), hammering, rubbing or falling objects or failure to use pads under rolling chairs or other furniture, any movement, removal or replacement of cabinets, appliances, furniture or other fixtures or walking on it with street shoes. Dents, scratches or marks made by improper installation, environmental extremes and the use of tape on the floor. Wood flooring installed in full bathrooms with a shower or tub. Damages caused by flooding, fire and other natural disasters and Acts of God. Color, shade or texture variations between samples, printed color photography, web site photos or replacement flooring under the rug. Noises including, but not limited to squeaks, popping, etc.

Neglecting the maintenance and care of the floor will void the warranty.

The color or gloss of the wood/stain may change if/when exposed to sunlight and over time. This discoloration is a natural phenomenon, especially with exotics and is not covered by the warranty. Occasionally, rugs, mats and furniture should be carefully moved to even out any progressive color changes in the wood.

Wood is a natural material which can dilate and contract with the seasons and normal heating cycles which affect its moisture content. Even when a floor has been properly installed, some strips may dilate slightly at various times of the year. This can be explained by the fact that wood expands as relative humidity increases and contracts or shrinks in low relative humidity. These slight differences are not covered by the warranty. It is important to maintain the relative humidity in the home at a

constant 40% to 45%, using a humidifier or dehumidifier as required. Room temperature should be comfortable, between 18°C and 22°C (64-72 degrees F).

The warranty does not cover any labor or transportation charges or other expenses that may be incurred, as a result of a warranty claim. Tosca Floors responsibility is limited only as outlined above and in accordance with the terms of this warranty.

## WARRANTY CLAIMS

In order to be valid, the warranty or claim must be registered with Tosca Floors within 30 days of purchase. Any claim against the finish must be clearly noticed and must be on at least 15% of the floor. All warranty claims are pro-rated from the original date of purchase of the floor.

## CLAIMS PROCESS

Tosca Floors reserves a period of up to thirty (30) days from receipt of any claim to investigate research and check the registration, purchase date, original owner's identity and proof of purchase. A digital photograph that clearly identifies the problem may also be required. During this period any alterations, replacements or repairs done without Tosca Floors written consent/agreement, will void its obligations under the terms of this warranty.

## Homeowner/Purchaser Warranty Registration

Please print

### Homeowner/Purchaser Information

|         |               |             |
|---------|---------------|-------------|
| Name    | Telephone No  |             |
| Address | Email address |             |
| City    | Province      | Postal Code |

Purchased from:

### Dealer Information

|         |               |             |
|---------|---------------|-------------|
| Name    | Telephone No  |             |
| Address | Email address |             |
| City    | Province      | Postal Code |

### Product Information

|                             |                         |
|-----------------------------|-------------------------|
| Date of Purchase            | Type & Grade of Product |
| Natural or Stained (Colour) | Square Feet Purchased   |

I, \_\_\_\_\_(Homeowner/purchaser ), have read and fully understand the terms and conditions contained in the Installation, Care, Maintenance section and Warranty document, as it appears on the Tosca Floors website.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date