

## RESIDENTIAL 30-YEAR WEAR LIFETIME STRUCTURAL WARRANTY

### THE COMPANY

Satin Flooring has been a leading manufacturer of high quality residential hardwood flooring since 1922. We are proud of our tradition of providing top quality products.

### THE CUSTOMER

By purchasing Satin Flooring floors, you can rest assured that you have made a sound investment which will enhance the beauty and value of your home for years to come. At Satin Flooring, we believe in our products and we want our customers to feel the same way. It is for this reason that we take pride in extending to you the following Comprehensive Residential Homeowner's Warranty.

### THE WARRANTY

#### Storage and Handling

**PLEASE READ THIS WARRANTY CAREFULLY AS IT CONTAINS PROVISIONS THAT AFFECT YOUR LEGAL RIGHT**

#### To whom does the Comprehensive Residential Homeowner's Warranty apply?

All original purchasers of residential Satin Flooring prefinished flooring

#### What does Comprehensive Residential Homeowner's Warranty mean?

"Comprehensive" means that subject to the conditions below, the warranty covers defects in material or manufacture of floor finish

"Residential Homeowner's Warranty" means that, unless otherwise limited below, the warranty operates for the entire period that you own your home.

#### 1-Warranty on integrity of the Floor

Satin Flooring warrants the structural integrity of the flooring. Our flooring will be free from defects in material or manufacture as long as you own your home provided the adhesive used and the installation procedures followed conform with those specified by Satin Flooring and that all preventative maintenance and regular maintenance procedures prescribed by Satin Flooring have been followed. You must check the moisture condition of the subfloor prior to starting installation. Any problems caused by water from broken pipes, flooding or excessive subfloor moisture or excessive moisture/humidity in the area of the installation are not covered by this warranty. Only install over radiant heated floor if the flooring you purchased is suitable for over radiant heat use. Please refer to the installation instructions before proceeding.

#### 2-Warranty on Floor Finish

Satin Flooring warrants that our floor finish will not wear through for 30 years under indoor normal residential traffic conditions provided all preventative maintenance and regular maintenance procedures prescribed by Satin Flooring have been followed. For surface wear to be covered under this warranty, the wear surface must be readily visible and must cover a minimum of 2cm<sup>2</sup> (3/4"²) and cannot be a result of abusive conditions or accidents such as but not limited to damage caused by severe impact, scratching, cutting, moist conditions or faulty maintenance.

#### 3-Exclusions and Limitations to Warranty

In addition to any warranty limitations enumerated above, the following exclusions, limitations, and terms apply to this warranty. The Comprehensive Residential Homeowner's Warranty will not apply in any of the following circumstances:

- a) Renting or leasing the area where the floor was installed
- b) If Satin Flooring determines in its sole discretion, that the flooring has developed indentations, scratches, or is otherwise damaged due to neglect, water, erosion, misuse, abuse, pets, pebbles, other abrasives, insects, spiked heels shoes, improper maintenance (including use of detergent, furniture dusting sprays or any other floor care products)
- c) If there is a failure to follow Satin Flooring's installation instructions, or using other than Satin Flooring installation products, not maintaining proper humidity conditions, insufficient protection, or improper alterations
- d) If your floor has been discolored due to regular exposure to sun, area rugs will block sunlight and therefore should be moved around to avoid discoloration – this is not a defect. Gloss reduction is not considered surface wear. White stain and pastel colours will yellow faster than other finishes
- e) Or if your floor has not been maintained at the recommended humidity level

Wood flooring is a natural product and will shrink in the winter from the dry heat and will expand in the summer from humidity levels of 30-55%. This may require a humidifier in the winter and a dehumidifier in the summer.

#### 4-General

Satin Flooring warrants that if any aspect of our floor fails to satisfy the warranties listed above, Satin Flooring will, at its option, repair, refinish or replace the defective product with the same product or another of equivalent value. It will be up to Satin Flooring to determine the most appropriate remedy to pursue. This warranty is valid from the date of purchase. A copy of the original consumer's purchase must be provided to Satin Flooring or its representative if any problem occurs. The Comprehensive Residential Homeowner's Warranty will not apply to:

- a) Products which have been sold on an "as is" basis pioneers, cottage, seconds or non-standard items
- b) Non-residential or commercial installation
- c) Products that do not have the Ecolast sticker or label.

Should there be any doubts about a piece of flooring as to its manufacture, factory finish or grade, do not install that piece. Hardwood floors are manufactured in accordance with accepted industry standards which permit a defect tolerance which should not exceed 5%. Such defects may be of a

manufacturing or natural type. Concerns about the grade should be directed immediately to the place of purchase for review by Satin Flooring. Unless otherwise precluded by the laws in your province or state:

- i. The above warranties are the complete warranties offered by Satin Flooring, and are in place of all other express and/or statutory warranties including the implied warranties of merchantability and fitness for a particular purpose and
- ii. Satin Flooring does not assume any liability for any indirect incidental or consequential damages, also costs or expenses of any kind. This limited warranty gives you specific legal rights. You may also have other rights which vary from province to province. Satin Flooring has sole discretion to determine whether any product is subject to exclusion or is defective. If you are not satisfied with your floor and feel that one of the above warranties has not been satisfied, please file a claim with the company or dealer where you purchased your flooring. If that company or dealer is unable to resolve the matter, write to the address below and request a claim form. Fill in the claim form and return the form for processing:

**Satin Flooring**  
**Attention: Claims Department**  
**15 Fenmar Drive, Toronto, ON M9L 1L4**

THE SOLE REMEDY PROVIDED HERIN IS THE REPAIR, REFINISH OR REPLACEMENT OF THE DEFECTIVE PRODUCT. IF THE PRODUCT CANNOT BE REPAIRED, REFINISHED OR REPLACED BY SATIN FLOORING AFTER A REASONABLE NUMBER OF ATTEMPTS, SATIN FLOORING WILL UPON REQUEST REFUND THE ORIGINAL PURCHASE PRICE OF THE DEFECTIVE FLOOR ON A PRO RATA BASIS. UNDER NO CIRCUMSTANCES SHALL SATIN FLOORING BE RESPONSIBLE FOR ANY DIREFT OR INDIRECT EXPENSES. THIS WARRANTY IS LIMITED TO ONE REPAIR, REFINISH OR REPLACEMENT WITH THE SAME PRODUCT OR ANOTHER PRODUCT OF EQUAL VALUE AT THE SOLE DISCRETION OF SATIN FLOORING. THIS WARRANTY ONLY APPLIES TO THE ORIGINAL PURCHASER AND INSTALLATION SITE AND IS NOT TRANSFERABLE.

The limited warranty is in lieu of all other remedies and warranties, expressed or implied, of fitness for a particular purpose or otherwise. This warranty does not cover any indirect, incidental or consequential damages of any kind. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply. This warranty provides you with specific legal rights. You may have other rights depending on the jurisdictions where you reside.

**To register for your warranty please fill out the form below and return it to Satin Flooring; address above.**



Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Prov/State: \_\_\_\_\_ Postal/Zip Code: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Name of Product: \_\_\_\_\_ Colour of Product: \_\_\_\_\_ Sq. ft. \_\_\_\_\_

Room(s) installed: \_\_\_\_\_

- Above Grade   
  On Grade   
  Below Grade   
  New Construction   
  Remodel  
 Other \_\_\_\_\_

Why did you choose Satin Flooring:   
 Quality Colour   
 Reputation   
 Price   
 Warranty  
 Other \_\_\_\_\_

How did you hear about us:   
 Recommended by Dealer   
 Advertisement   
 Recommended by Friend  
 Recommended by Builder/Contractor   
 Other \_\_\_\_\_

Comments: \_\_\_\_\_  
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