

Satin Flooring High Performance Floors are covered by a 30 Year Residential Wear, Stain, Fade and Lifetime Structural and Joint Integrity Warranty.

This warranty is valid only if Satin Flooring High Performance Flooring recommended installation, maintenance and care procedures are followed and applies to the original end user, is not transferable, and covers only approved product applications.

1. Wear Warranty

The warranty against wear is restricted to wear on the surface of the boards. The wear must be readily visible and cover a minimum of 2 square centimeters (3/4 square inches), and cannot be the result of abusive conditions or accidents such as, but not limited to, damage caused by severe impact, scratching or cutting, moist conditions or faulty maintenance. Gloss reduction is not considered wear.

2. Stain Warranty

Regular household products (such as food, beverages and daily use cleaning products) will not stain your Satin Flooring High Performance Flooring.

3. Fade Warranty

Satin Flooring High Performance Flooring will not noticeably fade from exposure to sunlight or normal artificial light.

4. Lifetime Structural Warranty

This product is free from manufacturing defects and will remain free of these defects for as long as you own your residence.

5. Lifetime Joint Integrity Warranty

The joint will remain secure and the planks will not come apart.

Note: All Satin Flooring High Performance Flooring are engineered to minimize gapping that can occur in natural floors with seasonal fluctuations. Minor gapping (up to 0.2mm or 0.01inches), without the unlocking of the pieces, may occur and is not considered a defect.

Exclusions and Limitations

The following are excluded from the present 30 Year warranty:

- 1) Defects or damage caused by installation that does not comply with Satin Flooring High Performance Flooring recommended installation procedures. Any failure as a result of poor workmanship is the sole responsibility of the flooring contractor and/or installer.
- 2) Unapproved repair, modification or removal.
- 3) Damage caused by scratches, gouges, scuffs, punctures, tears, indentations, burn, lack of proper furniture floor protective, incident like fire, flood or abuse. It is NOT recommended to slide heavy furniture or appliances as they may permanently damage your floor.
- 4) Damage due to exposure from excessive heat, wetness or dryness. It is very important to keep humidity within the range that Satin Flooring High Performance Flooring recommends.
- 5) Denting, splits, warping, soiling or abuse caused by items such as inline skates, roller skates, stiletto heels, golf shoes or pets. Accidents or misuse
- 6) Improper maintenance and insufficient care
- 7) Extreme weather conditions and natural disasters

Proof of purchase is required when requesting warranty service. Satin Flooring reserves the right to examine the floor and remove samples, in order to determine the appropriate course to follow. The terms and conditions of this warranty do not affect the statutory rights of the buyer and is governed by Canadian law