



## **Pre-finished Flooring Warranty Description**

### **Full Warranties Terms and Conditions**

The warranties described herein are given to the original purchaser only AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. The warranties cover only approved product applications as recommended by **TorZo Surfaces®**.

### **Full Lifetime Structural Warranty**

**TorZo Surfaces** warrants its flooring products, in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension and grading. Structural Integrity means that products will remain free from defects in lamination, assembly, milling, dimension and grading for as long as the original purchaser owns the home or commercial flooring. TorZo Surfaces requires pre-installation authorization on all radiant heat procedures. TorZo flooring is made from natural materials, and therefore will expand and contract through normal heating and non-heating seasons. As a consequence, properly installed TorZo flooring may experience some separation between boards at different times during the year. If such separations do occur, they are not covered by this warranty.

### **Residential; 25 Year UV Acrylic/Ceramic Top Layer Warranty**

TorZo Surfaces warrants, to the original owner/purchaser, that the acrylic top layer coatings will not wear through or separate from the TorZo material construction for a full 25 years from the date of purchase. This 25-year warranty applies to applications where normal, commercial and residential traffic conditions apply.

**Finish Warranties** exclude any indentations, scratches or surface damages caused by lack of proper maintenance, negligence, misuse, pebbles, sand, erosion, water, spiked heel shoes, other abrasives or insufficient protection on furniture. Use of floor care products other than those especially formulated for use on wood flooring, may damage your floor and void the warranty.

### **Commercial; 3 Year UV Acrylic/Ceramic Top Layer Warranty**

TorZo Surfaces warrants, to the original owner/purchaser that the above surface wear layer will not wear through or separate from the wood floor for a full 3 years from the date of purchase when used under normal commercial traffic conditions.

**Finish Warranties** exclude any indentations, scratches or surface damages caused by lack of proper maintenance, negligence, misuse, pebbles, sand, erosion, water, spiked heel shoes, other abrasives or insufficient protection on furniture. Use of floor care products other than those especially formulated for use on wood flooring, may damage your floor and void the warranty.

### **Warranty Exclusions**

1. Wood is a natural product and contains variations in grain pattern, color and/or texture, which are characteristics of wood and as such are not considered defective and no warranty shall apply.
2. Scratches, indentations, accidents, abuse and damages arising from furniture, spike or stiletto heels, improper maintenance, wet mopping, pet accidents, exposure to excessive heat, dryness, use of chemical or industrial cleaning products or color changes due to direct or indirect sunlight.
3. Natural expansion or contraction resulting in gaps between boards or low humidity. **Maintain an indoor humidity level of 35% and 55% RH.**
4. Damage due to excessive ground moisture, earthquakes, fire and insect infestation.
5. Failure to follow installation procedures or not providing the proper floor preparation prior to installation.
6. Failure to inspect the material during installation.
7. Reduction in finish “gloss.”

### **What Does The TorZo Warranty Protection Mean?**

If in the unlikely event that any portion of the TorZo flooring should fail with respect to the provisions of these warranties, TorZo Surfaces, at its sole discretion to the original purchaser, will repair, refinish or replace such portion with the same product or another product of equal value. In the unlikely event TorZo Surfaces is unable to correct the affected portion after a reasonable number of attempts, TorZo Surfaces will refund, if

requested, the purchase price for that portion of the floor that fails. To file a claim, first contact the distributor or retailer where the original purchase was made.

If the retailer is unable to satisfy the claim, contact us at:

**TorZo Surfaces**

2765 National Way

Woodburn, OR 97140

Claims must also be filed within the warranty coverage period, and information verifying date of purchase will be required. TorZo Surfaces reserves the right to have a designated TorZo representative inspect the floor and remove samples for technical analysis.

**Warranty Disclaimers**

1. Color variations in flooring are a natural occurrence due to character, species and age of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
2. Due to color variations of product and/or samples, TorZo Surfaces is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and moldings.
3. Gloss reduction is not considered surface wear.
4. Wood characteristics naturally occurring such as variations in color, grain, knots and mineral streaks are not considered defects.
5. **TorZo Surfaces** warranties are not transferable.
6. No installer, retailer, distributor or agent, or employee of TorZo Surfaces may alter the obligations or limitations of any TorZo Surfaces warranty.