

PRODUCT WARRANTY

Including 5 Years Residential Limited Wear Warranty

EVORA Cork warrants that its first line quality flooring material is free of manufacturing defects (workmanship and/or material) and will replace defective floor covering for a period of up to one (1) year from the date of purchase in accordance with the conditions set forth below. If a manufacturing defect is found, the distributor or EVORA Cork representative who sold you the flooring material should be notified promptly of the defect and supplied with proof of purchase and the amount of flooring purchased.

Inspection by an authorised EVORA Cork representative may be necessary to verify that a manufacturing defect exists, or you may be required to submit samples to the technical laboratory for analysis. EVORA Cork will repair defective areas or will supply at no charge, new EVORA Cork materials of the same or similar color, design and grade for the defective areas for a period of up to one (1) year from the date of purchase.

If replacement is required in accordance with this warranty and the defective material or pattern has been discontinued or unavailable, EVORA Cork reserves the right to select and supply similar EVORA Cork replacement material; otherwise the same material will be supplied for replacement purposes.

Limited Term Warranty: **EVORA Cork guarantees its product will not wear out for 5 years.**

EVORA Cork floating floors are covered by a 25-Year Structural Integrity Warranty.

THIS WARRANTY DOES NOT INCLUDE THE FOLLOWING:

1. Dissatisfaction due to improper installation, improper maintenance or irregularities caused by the sub floor.
2. Reduction of gloss due to use.
3. Discoloration due to improper maintenance practices, tar/asphalt tracking, water with high mineral and iron content, grease and oil build up from cooking, carpets or mats with rubber backing, dye transfer from rugs or carpets, or ground in dirt.
4. Damage due to stains, burns, cuts, gouges, scuffs, scratches, indentations, improper use of furniture/floor protectors and other accidents or abuse.
5. Problems or damage due to moisture (including fungus discoloration), alkali or hydrostatic pressure in the sub floor.
6. Color variations from samples or printed illustrations compared with the actual production runs.
7. Installation where material was not installed in accordance with EVORA Cork's specifications and recommended usage.
8. Unapproved modification or repair
9. Damage caused by exposure to excessive heat, cold or dryness. It is recommended a relative humidity in a home between 30-60% throughout the year. Keeping humidity within this range may require the use of a dehumidifier or a humidifier depending on the climate condition
10. This warranty does not cover cracking, warping, soiling or abuse caused by items such as inline skates, roller skates, high heels, golf shoes or pets.
11. The guarantee against wear is restricted to wear on the surface of EVORA Cork Uniclic cork planks. The wear must be readily visible and cover a minimum of approximately 10% of the installed floor. Gloss reduction is not considered wear.

This warranty is made solely to the original purchaser of EVORA Cork first quality flooring material and is not transferable under any circumstances. This warranty is expressly in lieu of any other expressed warranty. No representative, employee, or agent of EVORA Cork or any other person is authorised to assume for EVORA Cork any additional liability or responsibility in connection with EVORA Cork's floor covering except as described above. Implied warranties or merchantability and fitness for a particular purpose are limited to a period of one (1) year from the date of purchase. In no event shall EVORA Cork be liable for indirect, consequential or incidental damages for any kind.

Claims under this limited warranty must be made in written form and addressed to the following

BuildDirect Technologies
Ste. 1900 - 570 Granville St.
Vancouver, B.C Canada
V6C 3P1

EVORA Cork reserves the right to update the standard procedures and specifications at any time. For commercial and residential maintenance instructions, please refer to the current maintenance program sheets.