

## ENGINEERED TIMBER FLOORING WARRANTY

### 15 Year Surface Warranty

INOVAR Floors India Pvt Ltd warrants to the original purchaser that the surface coating will not wear through under normal conditions of wear and tear, for a period of Fifteen years from the date of purchase.

Gloss reduction and scratches caused by regular traffic are not considered wear through and are not covered by this warranty. The warranty becomes effective on the date of purchase.

### Lifetime-Year Structural Warranty

INOVAR Floors India Pvt Ltd warrants that, the product in its original manufactured condition to be free from defects in material and workmanship, including dimension, lamination and assembly.

### Maintaining your floor

- Your engineered timber floor is designed with low maintenance in mind. Follow these simple steps to achieve many years of enjoyment from your floor:
- Sweep or vacuum as often as necessary to remove any loose dirt or grit.
- Use protective mats at all exterior entrances. Do not use rubber-based mats as the rubber may leach into the timber.
- Use felt protectors under heavy pieces of furniture.
- Never slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs.
- Damp mop only – avoid excessive amounts of water. Steam mops must not be used. If a spill occurs, soak up the bulk liquid promptly.
- Never use oil, soap, wax or other household products to clean your floor.
- Keep animal nails trimmed.
- Maintain relative humidity levels between 30% and 70%.

### Important Information

INOVAR Floors India Pvt Ltd engineered timber flooring is constructed from natural materials. Engineered timber is hygroscopic, which means it absorbs and expels moisture in response to climatic (temperature and humidity) and site conditions.

Engineered timber expands and contracts as moisture levels change and for this reason it is essential that the correct expansion allowance is used during installation – see Installation Guidelines.

When conditions are extremely wet or dry (such as periods of drought, flooding or long periods of wet weather) and/or rapid changes in humidity occur, the flooring may squeak, gap, cup, crown or display some surface checking. This is due to extreme expansion or contraction. These conditions are beyond our ability to control, and therefore INOVAR Floors India Pvt Ltd stipulates that relative humidity where the flooring is installed must be maintained at an average between 30%-70% .

In order to achieve this, humidifiers/evaporative coolers may be required in very dry climates, and air conditioners may be required in very moist and humid areas. Failure to maintain relative humidity within these levels will void this warranty.

**Inovar Floors India Private Limited (CIN: U26999MH2007PTC174873)**

Inovar House, 67/458, Shree Gajanan CHS., Mhada Colony, Opp. Oberoi Mall, Off Film City Road, Malad (E), Mumbai – 400097.

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Inexpensive relative humidity meters are readily available from electronics retailers, and should be used where there are concerns over the site's relative humidity levels.

Being manufactured from a natural material, colour variations can occur between batches. Colour and appearance can also be affected by exposure to ultraviolet light and oxygen.

## CONDITIONS

INOVAR Floors India Pvt Ltd will honor claims under this warranty, only if all of the following conditions are satisfied:

### Installation

INOVAR engineered timber flooring must be installed in accordance with the manufacturer's installation instructions. Relative humidity in the area of use must be maintained within a range of 30% to 70%.

At all times between purchase and installation, the flooring must be properly stored according to installation instructions.

Product thought to be defective by the installer should be returned to your dealer for inspection and possible replacement prior to installation.

Installation implies acceptance of the appearance-related claims, relating to features visible at purchase, once the products are installed.

### Wet Areas

INOVAR Engineered timber is not be installed in bathrooms, saunas, laundries or any other area in which high levels of steam and or moisture are present.

### Maintenance

INOVAR Engineered timber flooring must be maintained in accordance with the manufacturer's recommendations. (See Above)

### General

The covered person must provide proof of date of purchase, original purchase price and that he/she is the original purchaser.

Warranties are limited to the original purchaser, and may not be assigned or transferred. In the case where a builder makes the purchase, this warranty is limited to the owner of the floor 1year after practical completion of works. This warranty applies to interior residential construction only.

A minimum of 10% of the total installed surface area must be affected for the warranty to apply.

INOVAR Floors India Pvt Ltd must receive written notice within 30 days after discovery of any claimed defect or failure covered under this warranty. INOVAR Floors India Pvt Ltd must be given 14 days following notice to inspect the product to confirm any failure. INOVAR Floors India Pvt Ltd or its representatives must be given the opportunity to inspect the floor prior to any repair or alteration.

Heavy objects and furniture such as bookcases, billiard tables or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure

If a flooring product from INOVAR Floors India Pvt Ltd should fail to meet the Terms of the Warranty, INOVAR Floors India Pvt Ltd and the manufacturer, at its discretion, will either supply replacement of the defective product, or refund the purchase price of the defective product prorated over the remaining life of this limited warranty.

This warranty is exclusive. It covers the repair or replacement of defective materials only. It does not cover labour costs. Installation of the replacement products will be at the buyer's expense. The above remedy is the customer's only and is an exclusive remedy for claims under this warranty.

### Warranty exclusions

The manufacturer's warranty does not cover the following:

- Indentations, scratches, damage caused by negligence or accident, water ingress, insects, animals, high-heeled or spiked shoes, urine and high traffic areas.
- Unusual man-made or natural disasters, including leaking or broken plumbing, fire, flood, and earthquake occur during or after installation.
- Failure to follow the manufacturer's written engineered timber floor installation instructions, including protecting the floor from subfloor moisture.
- Exposure to excessive heat, sunlight or improper humidity in the environment.
- Improper maintenance, insufficient protection or misuse.
- Where subfloor heating is used.
- Improper alterations to the original manufactured product. Alterations, repairs reinstallation to the manufacturer's original product will void any and all warranties.
- Colour variation will occur from batch to batch. Samples displayed and or provided are indicative only and may not match the floor installed. Other variations may also occur such as weave variation during the manufacturing process. All variations are normal and are not considered defects.
- Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 3mm over 3000mm).

### Liability Limitations

INOVAR Engineered timber flooring is intended for use in residential settings with light to normal traffic conditions. This statement of warranty is the only warranty, expressed or implied provided by INOVAR Floors India Pvt Ltd for this product.

This warranty does not apply to any products designated or sold as B-grade, which is sold "as is".

Except as stated herein, no other warranty, express or implied is provided, including any warranty of fitness for a particular purpose. No retailer, installer, dealer, distributor, agent or employee has authority to increase the scope or alter the terms or coverage of this warranty. No agreement to repair or replace shall in any event act to extend the period of coverage of any warranty provided.

Under no circumstances shall INOVAR Floors India Pvt Ltd be liable or in any matter responsible for any claim, loss or damage arising from the purchase, use or inability to use its products or form of special, indirect, incidental, or consequential damages, including without limitation, lost profits, emotional, multiple, punitive or exemplary damages or attorney's fees. In no event shall INOVAR Floors India Pvt Ltd be obliged to cover the costs of old or new materials other than INOVAR brand product, and any warranty thereto is limited to the warranty, if any, provided by the original manufacturer. In no event shall INOVAR Floors India Pvt Ltd liability exceed the amount it actually received upon distribution for the defective materials at issue.

This warranty gives you specific legal rights and you may have other rights, which vary, from state to state. Some states do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages, and in such events, the exclusion or limitations set forth above shall be deemed altered to the least extent possible to be enforceable. Accordingly, some of the above limitations may not apply to you. To obtain service under this warranty, start with your dealer, or failing that, contact INOVAR Floors India Pvt Ltd.

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