

# Warranty

## Luxury Vinyl Plank and Tile

### 30-Year Residential and 10-Year Commercial Limited Warranty pertain to collections: Essence, Legend

Twelve Oaks takes every effort to stringently control quality production of all of our Luxury Vinyl flooring. All of our luxury vinyl floors are FloorScore certified and Super E0 rated for formaldehyde emissions.

Twelve Oaks' warranties listed above are measured from the date of purchase, and only pertain to the original purchaser of who resides in the area where Twelve Oaks luxury vinyl floor was originally installed. This warranty is NOT transferrable. The warranty only applies to first quality material. Second quality, mill trial grade, imperfect and/or special products are sold "as is", and are NOT covered under this warranty. Proof of purchase and a copy of the original invoice are required to claim the warranty. Any Twelve Oaks material purchase through unauthorized dealer/sources will be excluded all warranty.

Twelve Oaks' warranties are for replacement or refund of the material only, and do not cover mouldings, accessories and the labor cost such as but not limited to installation, removal of the defect materials, and moving of the furniture or other fixtures.

#### STRUCTURAL INTEGRITY WARRANTY

Twelve Oaks warrants all luxury vinyl floors, in their manufactured condition, to be free from material and workmanship defects. This includes milling, assembly, and dimension. Twelve Oaks luxury vinyl floors will be highly moisture-resistant, and will not delaminate, lose the original pattern and color, show excess fading and wear, when installed and maintained according to installation instruction.

Should there be any doubts concerning the quality of Twelve Oaks product, the purchaser must call the local authorized dealer before installation. If defect was only notifiable once the planks have been installed, stop the installation and contact local authorized dealer immediately. Purchaser is given 30 days after discovering the defect and within the period of this limited warranty to make a claim. The surface wear and defect must be readily visible and covers an area greater than one (1) square inch of the floor surface. If Twelve Oaks honors a claim under this limited residential/commercial warranty, replacement of defective board will be free of charge. In the case that the product becomes discontinued, Twelve Oaks will replace a board of equal value, quality, and similar design (whenever possible), free of charge. All replacements are prorated based on the time of purchase.

Twelve Oaks reserves a period of 10 business days, upon receipt of a claim, to inspect the product/jobsite. During this period, any attempt to repair, replace, or refinish will void this warranty.

#### WARRANTY EXCLUSIONS

Twelve Oaks will NOT accept any claim due to non-compliance with Twelve Oaks' written policies and installation instruction, shipping damages, the use of improper adhesives, inadequate sub-flooring or improper sub-floor preparation, improper maintenance and care, neglect, misuse or abuse, and/or the lack of proper humidity/temperature control.

The following list of incidences will NOT be covered under warranty:

- Luxury vinyl floor is exposed to heavy commercial traffic, and/or heavy commercial maintenance schedules
- Variation of color, texture or pattern, and gradual change of color from exposure to sunlight or artificial light over time
- Excessive surface wear as a result of improper care and cleaning (i.e. cuts, dents, scratches, use of unapproved cleaner)
- Damage caused by flood, erosion, insects, burns, fire, pets, Act of God, and any other accidents
- Modification, alteration, repair, or other services by non-authorized floor covering dealer
- Problems associated with improper installation, uneven or unlevel subfloor, non-compliant subfloor conditions, and/or improper care or maintenance.
- Improper use to tools and adhesives during installation

#### IMPORTANT

Twelve Oaks require that the relative humidity level where floor is installed be consistently kept between **30% and 55%**, and room temperature at **65-85°F (18-29 °C)**. These environmental conditions are specified as pre-installation requirements and must be maintained for the life of the floor thereafter.

Dryback vinyl can be installed over radiant heating system, but full spread glued down to the subfloor is required. Please refer to our Installation Instructions for more detail. Click vinyl cannot be installed over radiant heat. Twelve Oaks' Warranty will be voided if an improper installation over radiant heating system is demonstrated.

We recommend the purchaser to register warranty at [www.twelveoaks.ca](http://www.twelveoaks.ca), Warranty Registration.

Contact your retail store immediately when you detect a problem. If the retailer cannot resolve the problem and you wish to file a claim, please follow Twelve Oaks Complaint Procedure.