

MONT ROYAL

WARRANTY

SOLID & ENGINEERED FLOORING

MONT-ROYAL HARDWOODS FLOORING

The products manufactured by Mont-Royal Hardwoods flooring are quality products manufactured according to industry standards and designed to withstand total wear and flaking of the finish from the surface of the board in the course of normal household use or light commercial use. The warranty offered by Mont-Royal is granted to the original purchaser (“Purchaser”) and remains subject to the restrictions or exclusions mentioned below.

Rustic grade products, B grade or factory seconds as well as products sold in clearance sales are excluded from the warranty offered by Mont-Royal Flooring.

Flooring must have been purchased directly from an authorized Mont-Royal dealer and must have been paid for in its entirety to be covered by this warranty.

WARNING

Wood is a natural product that expands or contracts according to changes in humidity in such a manner that gaps may occur after installation. This natural phenomenon is not covered under the warranty. At all times, it is necessary to maintain a relative humidity between 30 % to 50 % for solid flooring and 35 % to 70 % for engineered flooring and an ambient temperature of 18 to 24 degrees Celsius (65 to 75 degrees Fahrenheit), otherwise the warranty will not apply. The Purchaser must understand that the wood flooring industry provides for a margin of 5 % loss due to the natural imperfections found in wood.

The Purchaser is responsible for ensuring at all times prior to installation that the work site and the preparation of the subfloor are adequate and follow the installation instructions contained on the packaging. During installation, the Purchaser shall inspect and ensure that the flooring that is to be installed is free of defects in quality, given that Mont-Royal will only replace defective boards exceeding the 5 % loss, which is the accepted standard in the industry. The warranty offered by Mont-Royal applies only to a normal residential use by the Purchaser or light commercial use and shall not be transferable to a third-party. It is normal that exposure to light alters the color of the flooring for all types of species and Mont-Royal cannot guarantee this effect on product sold. Due to the natural variation of colour found in hardwood flooring there will be variations in colour from the samples and pictures provided. This variation between your floor and the samples is normal and is not covered by this warranty.

If the installer is in doubt as to the grade, quality or finish of a board and is unable to install it in an inconspicuous location or eliminate the flaw, then the board should be discarded. Once the board has been nailed down, it is deemed to have been accepted by the installer and the owner even if the owner is absent at the time of installation. Mont-Royal will only replace defective boards in excess of the 5% acceptable loss (excluding the 4 to 6 % margin for loss due to cutting). Mont-Royal will not cover any costs associated with labor or installation.

Since no two pieces of flooring are identical, we strongly recommend the pre-assembly of the flooring to determine the appropriate mix of color and shade.

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(a) Manufacturing

Mont-Royal provides the Purchaser with a lifetime warranty on the prefinished flooring against any manufacturing defects including the application of the coating beyond the 5% loss allowed by the industry. This warranty remains subject to the conditions detailed below.

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(b) Finish Wear

Mont-Royal provides the Purchaser with a warranty on the finish of the flooring against total wear through of the urethane finish or the peeling of the finish from the surface of the board. The wear must be greater than 10 % of the total area of the installed floor. Gloss reduction is not considered surface wear and is not covered by this limited warranty. The warranty on the finishing will be:

- (i) twenty-five (25) years from the date of purchase in the context of normal household use;
- (ii) five (5) years from the date of purchase in the context of light commercial use.

(c) Exclusions

In addition to what is stated in this document, the warranty offered by Mont-Royal does not apply for each of the following cases:

- When the installation of the flooring fails to comply with the installation instructions indicated on the packaging or the web site www.montroyalhardwood.com;
- For solid flooring when the flooring is installed in a basement (any wall below grade) or directly on a concrete floor or in a room equipped with radiant heating;
- Engineered flooring may be installed over a radiant heating system but the temperature of the heating system must never exceed 27 degrees Celsius or 81 degrees Fahrenheit
- When the flooring is transported, stored or handled in a negligent or inadequate manner;
- When the preparation of the subfloor or the environment is inadequate for flooring installation;
- If the products have been used or installed for purposes other than normal residential use or light commercial use;
- Where damage is the result of improper installation, abnormal use, stones, abrasive substances, fallen and scraping objects, the movement of furniture, hammering or scratches caused by animals;
- If damage has been caused in whole or in part by a sudden change in the humidity of the wood, by water damage, excessive heating or lack thereof;
- After repairs were made without the prior written consent of Mont-Royal;
- After any refinishing of the flooring.

MAINTENANCE AND PRESERVATION GUIDELINES

Failure to comply with the following guidelines will void the warranty.

- Use a vacuum cleaner to remove without delay all abrasive substances (sand, stones, glass etc.) that could scratch the finish. Frequent vacuuming is recommended to eliminate abrasive dust accumulating on the surface and between the boards.
- **Maintain relative humidity between 30 % and 50 % for solid flooring and 35 % to 70 % for engineered flooring and an ambient temperature between 18 and 24 degrees Celsius (65 and 75 degrees Fahrenheit) in the home in order to stabilize the internal humidity of the wood (see the “Mont-Royal Hardwoods flooring” Installation and Maintenance guide)**
- Use only products designed specifically for cleaning prefinished hardwood flooring. Spray a small quantity of cleaner on a clean cloth or mop and wipe the surface. Note that only small amounts of liquid are required. Excessive liquid or water used for cleaning may permanently damage your floor and will void this warranty.
- Never use wax, household detergents or oil-based soap on the floor. These products may damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards. Mixtures of water and vinegar are not recommended for cleaning floors, since vinegar has an oxidizing effect on urethane over a long period of time. Do not use a steam cleaner to clean your floor.
- Water is one of the worst enemies of wood. Wipe up spilled water, liquids or detergents immediately, before they are absorbed by the wood fibers. The combined effect of water and sand is devastating to flooring. This is why it is important to place floor mats at each entrance and in front of the sink, the dishwasher or other work areas.
- Glue felt pads to the legs of furniture and chairs to avoid scratching the flooring when objects are moved. Periodically examine the pads for wear and replace when needed. Avoid rolling chairs with casters on the finished surface. Roll them on carpets or chair mats only.

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- Avoid wearing high-heeled shoes on hardwood floors, as they can mar the surface. Heel surfaces are so small that the pressure exerted can easily reach 3,500 pounds per square inch. If the heel is worn or broken, the damage may be even greater. Shoes with nail or metal-tipped soles are to be avoided.
- Do not drag furniture or heavy objects across the finished surface. Lift any furniture that must be moved.
- Protect wood surfaces from sunlight or other sources of bright artificial light. Prolonged or repeated exposure to bright light will change the color of the wood, even if the surface is coated with one of the most yellowing-resistant finishes on the market. Such color changes are a natural phenomenon. Moreover, changes in color to light wood are even more apparent than changes to dark wood.

For more information, contact your “Mont-Royal Hardwoods” flooring dealer who will be pleased to answer any additional questions you may have.

LIMITATION OF LIABILITY

Although the products sold by Mont-Royal are manufactured according to the highest quality standards in the industry, should it occur that certain products are defective, Mont-Royal’s liability will be limited to one of the following, at the sole discretion of Mont-Royal, namely:

- (a) To supply the material to replace the defective flooring;
- (b) To supply the material and the labor to resurface the flooring in the room where there is a total wear through of the urethane finish of more than 10% of the total surface area of the installed flooring;
- (c) To provide compensation, which may not, at any time, exceed the net purchase cost of defective boards, excluding the cost of installation if included in the price;
- (d) Mont-Royal does not assume any other responsibility for any damage that the Purchaser may incur and will not compensate the Purchaser in any other way.

CLAIM PROCEDURE

For the duration of the warranty period, the Purchaser must notify in writing within thirty (30) days of discovery of any defect in a product manufactured by Mont-Royal, the retailer from whom the flooring was purchased.

In the event of failure to reach an agreement with the retailer within a period of thirty (30) days of receipt of written notice by the Purchaser in relation to the discovery of a defect, the Purchaser shall inform Mont-Royal by sending proof of purchase of the defective product and a description of the nature of the defect to Mont-Royal at the following address:

MONT-ROYAL HARDWOODS
219, Industriel blvd.
Chateauguay, Quebec, Canada
J8H 4N6

Mont-Royal has no obligation to indemnify the Purchaser if the Purchaser fails to comply with the claim procedure under this warranty or if the Purchaser proceeds to correct the problem identified without having previously informed Mont-Royal of the nature of the problem or without allowing Mont-Royal to conduct a physical examination of the flooring that the Purchaser purports to be defective. This includes the right to an on-site inspection where the flooring is installed and the removal of sample boards for further technical analysis.

All claims made to Mont-Royal are governed by the laws of the province of Quebec.