

Artisan Engineered Hardwood Flooring

Lifetime Residential Warranty | 10-Years Commercial Warranty

Warranty Coverage:

Melmart Distributors Inc. warrants that its engineered hardwood flooring will be free from manufacturing defects and will retain its structural integrity under normal residential use for the lifetime of the original purchaser. This warranty is extended only to the original purchaser and is non-transferable.

Warranty Terms:

1. Structural Integrity:

- The flooring planks are warranted against manufacturing defects that result in delamination, splitting, or structural failure under normal residential conditions.

2. Finish Wear:

- Melmart warrants that the finish on the flooring surface will not wear through under normal residential use. "Wear-through" is defined as complete loss of the finish so that the bare wood is exposed over at least 3% of the total installation area.

3. Moisture Resistance:

- Engineered hardwood is more dimensionally stable than solid hardwood; however, this warranty does not imply that the product is waterproof. It must be installed and maintained to prevent moisture intrusion. Surface moisture should always be cleaned up promptly.

Exclusions:

This warranty does not cover the following:

- **Improper Installation:** Any damage due to improper installation, including failure to follow written installation instructions, use of incorrect fasteners or adhesives, or inadequate acclimation.
- **Improper Maintenance:** Use of unauthorized cleaning agents (e.g., oil soaps, waxes, ammonia, vinegar), excessive moisture, or failure to follow Melmart's maintenance guidelines.
- **Environmental Exposure:** Cracks, cupping, or other damage due to exposure to extreme humidity, radiant heat exceeding 27°C (80°F), or inadequate humidity control (below 25% or above 60% RH; or 30%–65% RH for products with a 4 mm lamella).
- **Physical Damage:** Scratches, dents, chips, or gouges resulting from furniture, pet claws, high heels, or dropped objects.
- **Color Variation:** Natural variations in wood grain, tone, or shade, including changes due to sunlight or UV exposure, are not considered manufacturing defects.
- **Improper Storage or Handling:** Damage due to mishandling, storing in non-climate-controlled areas, or dragging heavy objects.
- **Noisy Installation:** Sounds such as creaking or popping due to improper fastening, inadequate subfloor prep, or installation over unlevel surfaces.

- **Unauthorized Repairs or Modifications:** Any attempt to refinish, replace, or repair the flooring without prior written consent from Melmart.
- **Steam Mops:** Excess moisture and heat from steam mops can cause permanent damage to wood floors; use will void the warranty.

Claims Process:

To make a warranty claim, the original purchaser must:

- Notify the retailer where the product was purchased within 30 days of discovering the issue.
- Provide proof of purchase, including original receipt and documented installation date.
- Allow Melmart Distributors Inc. or its authorized representative to inspect the flooring and gather samples for analysis.
- Claims must affect a minimum of 10% of the installed floor and be visible from standing height under normal lighting.

Remedies:

If a defect covered by this warranty is confirmed, Melmart Distributors Inc. will, at its discretion, repair or replace the affected flooring. If the product is no longer available, Melmart Distributors Inc. will provide a product of equal value or quality.

Labour Reimbursement:

- **First Year:** During the first year, Melmart Distributors Inc. will cover reasonable labour costs for repair or replacement up to \$2.00 per square foot if the flooring was professionally installed by a flooring contractor. If the original floor was not professionally installed, no labour costs will be reimbursed.
- **Subsequent Years:** After the first year, only the material cost will be covered according to the following schedule: 1-3 years = 100% credit, 3-10 years = 50% credit, 10+ years (applicable to Residential application only) = 25% credit.

Disclaimer:

Except for the express warranties contained herein, Melmart Distributors Inc. disclaims all other warranties, whether express or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose.

Limitations:

To the maximum extent permitted by law, Melmart Distributors Inc. is not responsible for any direct, special, incidental, or consequential damages resulting from any breach of warranty or under any other legal theory. Melmart Distributors Inc.'s liability shall under no circumstances exceed the actual amount paid by you for the defective product.