

ENGINEERED WOOD FLOORING WARRANTY

When you shop with us, you're always covered for manufacturing defects. We're confident in the quality of our products and are happy to offer a warranty on engineered wood flooring that lasts 25 years.

To get the best out of your new floor it's important that the fitting process is carried out correctly and that you understand the full terms of our warranty. So please read the below conditions and guidelines carefully before you fit your new floor.

WARRANTY TERMS

1. Canopy Flooring Co. is responsible for manufacturing defects.
2. Floors must be installed correctly according to the outlined instructions. The warranty covers regular use.
3. The warranty does not include the use of this product in outdoor spaces, basements, damp and wet spaces such as bathrooms or other high-humidity areas, or poorly ventilated areas.
4. It is the sole responsibility of the flooring installer to conduct thorough checks of the site, subfloor, installation tools and materials to ensure they meet or exceed the acceptable industry standards for installing hardwood flooring.
5. Planks showing visible defects should not be used as part of the installation. It is the responsibility of the owner/fitter to deselect these boards at the time of installation. We manufacture our products by following the accepted industry standard which outlines that defective boards must not exceed 5% of the full pack.
6. Always check all boards to ensure the board dimensions are accurate before installing. Off-cut boards should not always be classed as waste, short or longer pieces can both be used around the perimeter of the floor if permitted. This product is produced with a manufacturing tolerance of + or - 0.5-1mm on the dimension of the board and in line with specified timber manufacturing guidelines, as such any items out of tolerance should be dismissed as part of the 5% manufacturing tolerance.
7. Colour and grade de-selection is not allowed for, as this is a personal choice and not a defect in the manufacturing of the product. To prevent colour grouping or repetitive patterns, unbox 3/4 cartons to arrange the planks to achieve a satisfactory appearance.
8. Prefinished flooring is subject to normal wear and shall not be covered by this warranty, i.e. any visual faults having arisen due to changed climate conditions, the influence of sunlight and the effects of normal ageing. If you don't maintain the floor correctly, the warranty is null and void.

9. Excluded under this warranty are scratches, heavy impacts, humidity, faults having arisen due to dampness or water damage or any other causes as a result of force majeure.
10. Damage caused by improper use or negligence is not covered under this warranty. For example, stains or mechanical damage to the surface (scratches and dents) resulting from improper treatment during transport, storage and any damage caused by stiletto heels, furniture, stones, sand and pets.
11. If you have a defect which falls under the conditions mentioned in this warranty, you should report this to your dealer in writing within 14 days after detecting the defect. In your letter, you should include a copy of the original invoice.
12. This warranty only relates to the planks supplied, and consequently, it does not include labour costs, the costs of additional material and any other consequential loss.
13. In case of a dispute arising from the Canopy Flooring Co. warranty, either party may call upon an independent expert to render binding advice. If this clause is applicable, the cost is to be agreed in writing with all parties involved in advance.
14. Where the Canopy Flooring Co. warranty applies, Canopy Flooring Co. or its distributors will replace the faulty product. If the product in question is no longer available, Canopy Flooring Co. will ensure replacement of an alternative product of the same quality.
15. This warranty shall apply only to the original owner/ purchaser of the wood floor.