

## Return Policy

Hardwood & Laminates: Return within 30 days from receipt of goods. A 25% restocking fee is applied to all approved returns.

Proof of Purchase: A signed original copy of the invoice from Floors@Work by an Authorized Officer of the Company is required.

Method of Refund: We do not keep any cash on the premises and as such all refunds will be mailed out/or picked up by the customer or its representative within 7 days of the date of return. The refund cheque will be made payable to the name on the invoice.

## Warranty Information

Thank you for selecting a NAF HARDWOOD FLOORS.

You have chosen a premium quality product. Designed for everyday life. The revolutionary Treffert™ finish is composed of aluminum oxide and is reinforced by a process that provides superior wear ability! The Treffert™ finish carries a 30-year residential warranty, so you can enjoy the beauty of your hardwood floor for years to come. A 3-year light commercial warranty is also offered under certain conditions. Please have your project pre approved for a light commercial warranty.

### A 30- Year Residential Warranty on the Treffert™ Finish.

This warranty is non-transferable and applies only to the original owner of the floor. This warranty applies to first quality material only. A proof of purchase and/or a copy of the original invoice are required.

### A 3- Year Light Commercial Warranty on the Treffert™ Finish.

For all light commercial projects, 3-4 year wear warranty will apply.

This warranty is applicable to installations in areas such as- apparel, offices, furniture stores, department stores, healthcare facilities and fine dining establishments. Excluded from this warranty are installations in fast food restaurants, movie theaters, etc. For this warranty to be effective, all installations must be in accordance with NAF HARDWOOD FLOORS installation guidelines, with regular maintenance as per instructions. All conditions mentioned for our 30-year residential warranty must be respected in order for this commercial warranty to be valid.

**Please contact your territory manager for details and to have your project pre-approved and registered.**

Read the following before installing your hardwood floor:

- The installer and/or the owner assumes final responsibility to the product quality. Therefore, all flooring must be inspected prior to installation. Carefully examine your floor for colour, grade, finish, and general quality before installing it.
- If any material is not acceptable, immediately contact your Dealer/Distributor and DO NOT INSTALL THE FLOOR.
- Once the strip/plank has been nailed down, it is deemed accepted by the installer and/or the owner.
- NAF HARDWOOD FLOORS will not accept claims on already installed material

#### Warranty Exclusions:

- The surface wear must be visible. At least 10% of the floor surface must be affected. Gloss reduction is not considered surface wear. The surface wear must not have occurred as a result of incorrect maintenance or accidents. E.g. scratches, dents, etc.
- The NAF HARDWOOD FLOORS warranty will not apply in the case of indentations; scratches or damage caused by water, erosion, insects, pets, and spiked heel shoes.
- NAF HARDWOOD FLOORS will not accept any claim resulting from non-compliance with the recommendations.
- NAF HARDWOOD FLOORS will not be held responsible for damage resulting from improper maintenance, non-compliance of NAF's HARDWOOD FLOORS written instructions, insufficient storage protection, poor maintenance, neglect, misuse, abuse, and non-maintenance of the proper humidity conditions.
- NAF HARDWOOD FLOORS disclaims any responsibility when its products are installed in a basement, on concrete floors or in rooms equipped with radiant heating.
- Products classified as rustic (Grade C), second quality, imperfect, special or nonstandard are not covered by this warranty. They are sold (as is).

Although our Treffert™ finish helps reduce the natural fading of the wood, NAF HARDWOOD FLOORS cannot warranty fading due to sunlight. As time goes by, normal exposure to sunlight will slightly change to color of any hardwood floor.

Since hardwood is a natural product, and even if your hardwood floor is well installed, your hardwood floor will continue to shrink or expand depending on the seasons and humidity/heating conditions. The little spaces between the strips/planks are normal and are not covered by this warranty.

Because wood is a natural, living material that reacts to the surrounding environment, it is possible that certain factors (e.g. unusual humidity levels, improper installation, improper handling, a lack of acclimatization, etc.) may cause cracks and/or splits to appear in certain strips/planks of your floor. Boards with cracks and/or splits must be visible during installation and must be put aside for the

replacement for warranty cover to apply\*. Once boards are installed, warranty coverage is no longer applicable because cracks and/or splits may result from various extreme factors out of the manufacturer's control.

\*Note: If over 5% industry standards.

It is the installer's liability to ensure that the cleat is properly in place as Dimpling of the wood face is not considered a manufacturing defect.

**For your warranty to be valid, you must have a copy of your original receipt and be the original owner of the floor.**

Prior to installation of any hardwood or engineered flooring product, the installer must determine that the job-site environment and the sub surfaces involved, meet or exceed all requirements as stipulated in the installation instructions. The manufacturer declines any responsibility for job failure resulting from or associated with subsurface or job-site environment deficiencies.