



Warranty

Prefinished Solid Hardwood Flooring

Structure and Finish

Elegance Plyquet makes exceptionally high quality prefinished exotic and domestic solid hardwood floors. We are proud to warranty to its original purchaser against defects in materials and workmanship. Elegance warrants all of our products from warping, cupping, or buckling when properly installed and maintained according to manufacturer's specifications.

Elegance Plyquet also warrants to the original purchaser that the finish of this series will not wear through or separate from the wood for 25 years under the normal residential usage.

What You Should Do If You Need Warranty Service

You should immediately notify the authorized Elegance Plyquet [dealer](#) after discovering the defects. The following items must be provided to qualify for warranty claim:

- An original purchase invoice
- A description of the problem and photos that clearly show the warranty problem.

What We Will Do Should You Need Warranty

In the event there is a defect with your Elegant Plyquet floor and we accept the claim under this limited warranty, we will authorize your dealer to repair or replace, at our option, the affected wood floor. If the installed wood floor style is no longer available, our authorized dealer will replace the affected floor with a similar style with equal value.

Claim Policy:

We want you to be satisfied with the products you receive from us as we pride ourselves in carrying only high quality wood flooring. If you are unsatisfied with the claims decision of Elegance Plyquet regarding the wood flooring you have purchased from your dealer, there may be a variety of reasons why this may be the case.

Our policy for handling these complaints is through an un-biased, third-party certified wood flooring inspection. You may retain a certified wood flooring inspector with the [National Wood Flooring Association](#). Upon the results of the inspection, Elegance Plyquet will reimburse you for the cost of the inspection plus wood flooring if the product you received from us is found to be inferior or defective and not in accordance to the standards of the manufacturer or NWFA/NOFMA rulings. We are not responsible for improper storage/handling after release from our warehouse, installation deficiencies found in the inspection.

What Will Not Be Covered In This Warranty

- Hardwood floor being a natural product will continue to expand and contract during seasonal and temperature changes. When flooring being properly installed still may experience slight separation between boards. This is considered normal minor separations to occur; they are not covered by this warranty.
- Products determined to have any possible defects by installer should be returned immediately to your dealer for inspection or possible material replacement prior to installation. Installation implies acceptance. No warranty related to appearance will be accepted once the Elegance Plyquet wood floor is installed.
- Installation or other associated expenses are not covered under this warranty.
- Any damage due to improper transportation, storage, handling, installation, or any other negligence related causes, is not covered by this warranty.
- Natural wood characteristics such as mineral streaks, small knots, grain variations, and natural wood color changes will not apply.
- Failures to follow manufacturers installation instructions including protecting the wood floor from sub-floor moisture.
- Excessive and inadequate humidity in the area.
- Water damage due to flooding, leaking, or broken plumbing.
- Improper alteration and repair of original manufacturer's product.

Note: Even though Elegance Plyquet puts every piece of crafted solid wood floors through strict quality control in every milling step, we reserve the right for a 5% tolerance as per industry standards, which is not covered within this warranty.

Care and Maintenance

Elegance Plyquet solid floors have been produced with great attention to ensure the best possible quality and workmanship. The longevity of any hardwood flooring is directly related to the proper installation and the commitment to appropriate floor care and maintenance.

It should be realized that wood is a natural product with its own natural variation of grains, colors and characteristics. Wood is also a living material, which reacts to change in the climate and surroundings. During summer's high humidity the wood absorbs moisture and expands. In winter, when the surrounding is heated, humidity drops, the wood releases its humidity, and it shrinks and contracts.

Therefore it is necessary that the humidity in the room, wherever any hardwood flooring is installed, must be maintained at the level between 35 – 55 % by the use of humidifier or dehumidifier; and the room temperature is kept between 60 to 75 degrees F.

By simply following the instructions below, you will enjoy the long-lasting beauty of your Elegance Plyquet wood floors for many years to come:

- Sweep or vacuum your wood flooring regularly to avoid the accumulation of dirt and dust that can scratch the floor finish.
- Quickly wipe spills, spots or marks with a dry or damp towel
- Use [Bona](#) wood floor cleaner (except "Refresher") occasionally to remove the build-up residue on the floor.
- Put felt pads under any furniture bases, chair legs, etc. to prevent scratches.

Note: Do not use products containing wax, oil, or polish on hardwood, as doing so will create a residue on the wood surface that will cause the finish to dull.