

Limited Warranty for Alma flooring and wall tile products

Attention

Inspect all materials carefully before installation. Warranties do not cover materials with visible defects once they are installed. The natural characteristics of wood cause variations in color and grain. Even though our products are inspected many times, some grading deficiencies may occur (in up to 5% of the product).

These warranties are given to the original purchaser only. They are subject to the exclusions, procedures and limitations set forth herein. Only approved product applications as recommended by Alma are covered by these warranties. For warranties on Alma flooring in combination with subfloor heating and cooling please consult the product sheet on Almafloor website.

All claims regarding quality of goods shall be submitted within 14 days of receiving goods and prior to installation of goods. To submit a claim, it is required to submit product purchase documents and send photographic material certifying the damage.

Top layer warranty

Alma warrants to the original purchaser that the wood top layer, when used under recommended residential or commercial traffic conditions and maintained as recommended by Alma, will not wear through or separate as a result of normal use for the period of twenty-five years as from the date of purchase. Warranty excludes any scratches, indentations or damage due to a uneven subfloor, improper maintenance, misuse, insects, erosion, negligence, spiked heel shoes, pets, water, moisture, pebbles, sand, other abrasives or poor protection on furniture, wet mopping or failure to follow all of the manufacturer's written maintenance instructions. Floor and wall tile care products other than those recommended by Alma may damage your floor and may void the warranty.

Structural warranty

Alma warrants to the original purchaser, that the flooring and wall tiles are free from manufacturing defects in assembly, dimension, grading of more than 5% of the product, lamination and milling. The warranties provided are only granted to the original purchaser and are not transferable or assignable. Alma parquet, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors and wall tiles may therefore experience some gapping between boards at different times during the year. If gapping does occur, this is not covered by this warranty.

Pre-installation warranty

Alma warranty protection explained

If in the unlikely event any portion of the original purchaser's flooring or wall tiles should fail with respect to the provisions of this warranty, Alma, at its sole option, will repair, refinish or replace said portion at no cost to the original purchaser with the same or equivalent product. In the unlikely event Alma is unable to correct the failure after a reasonable number of attempts, Alma will refund (if requested) the purchase price for the portion of the floor or wall tile that failed. To file a claim, first contact the retailer where the original

purchase was made. If the retailer is unable to satisfy the claim, contact Alma directly. Claims must be filed within the warranty coverage period and documentation verifying purchaser and date of purchase will be required. Alma reserves the right to have a designated Alma representative inspect the floor(s) and to have samples removed for technical analysis. Alma's warranty is not transferable or assignable. No installer, retailer, distributor, or employee of Alma has the authority to alter the obligations or limitations of any Alma warranty.

Disclaimers and exclusions

Colour variation in wood flooring and wall tiles is a natural occurrence due to species, age or character of flooring and wall tiles and exposure to UV light or sunlight. For these reasons, new and/or replacement material may not match display samples and/or existing material. Gloss reduction is not considered surface wear. Alma is not responsible for colour variation of product or samples for the consumer matching flooring to other wood products such as furniture, stair railings and mouldings. Naturally occurring wood characteristics such as variation in grain, colour, mineral streaks and knots are not considered defects. Normal exposure to sunlight will bring about changes in shading of any hardwood floor or wall tile as the wood ages. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discolouring under the rug. This is not a product defect.

Installations and preventive measures must be performed in accordance with all Alma installation information. These are part of this warranty but not exclusive to this warranty. It is the responsibility of the installer and/or the owner to inspect boards prior to installation. Alma accepts no responsibility for costs of product or labour when boards with visible defects have been installed. Before installation can begin, the subfloor must be thoroughly inspected to ensure that the subfloor is sound, flat, dry and whole. Written documentation of this inspection must be obtained. Subfloors with known moisture problems are not covered by this warranty.

Damage due to water and/or moisture, including, but not limited to broken or leaking pipes, wet mopping, weather or natural disasters, finish damage as a result of applying tape, is excluded from Alma warranties. Alma warranties do not cover indentations, scratches, stains or damage caused by negligence, fire, water, moisture, excessive heat, excessive dryness, erosion, pebbles, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, colour variations, naturally occurring wood characteristics, failure to follow all the manufacturer's written installation and/or maintenance instructions, improper maintenance, wet mopping, insufficient protection, misuse or improper alterations of the original manufactured product. Alma warranty does not cover natural expansion and contraction resulting in gapping between boards or damage caused by low or excessive humidity. If the floor is to be installed in areas (countries) with humidity levels different from the references 40% -65%, it must be communicated in writing.

No warranty applies to any products designated as off-goods or non-standard items. Any product(s) so designated are sold "as is".

This writing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all other express and/or statutory warranties by the manufacturer, to the extent provided by the law. Alma assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. The sole remedy provided herein is the repair, refinish, replacement or refund of defective products.

Prevention

Do:

- Maintain indoor relative humidity between 40% and 65%. If this preventive measure is not kept, the parquet can crack, split, discolour, crook, bow and delaminate.
- Use felt leg protector pads under all furniture legs.
- Replace narrow, hard furniture rollers with wide rubber ones.
- Always clean your floor and wall tiles in accordance with the Alma maintenance instructions
- Wipe up spills immediately
- Apply (slip resistant) runners or area rugs on High traffic areas,
- Use (slip resistant) door mats, to keep abrasives as dirt, grit and sand off the floor.
- Protect your floor from direct sunlight.

Don't:

- Allow water to stand on your floor.
- Walk on the floor with any hard and/or sharp object protruding from the sole.
- Use cleaning products that are abrasive or contain alkaline, ammonia, bleach, soap, citrus.
- Let furniture stand on your floor on small hard legs.
- Use a steam mop or any machine as you risk damaging the finish of the Alma floor.

Care:

- As described in Alma Maintenance Instructions.