



JOURNEY

Flooring & Finishings Inc.

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WARRANTY SPECIFICATIONS

This warranty description is for clarification and transparency. Please read thoroughly to gain an understanding of the inclusions and exclusions. Do not remove or replace without written consent from Journey Flooring & Finishings Inc. We reserve the right to inspect the flooring and to remove samples for additional evaluation. Any attempt to repair or replace the flooring without written consent will void warranty.

LEGACY LIMITED WARRANTY IS MADE SUBJECT TO THE FOLLOWING CONDITIONS:

- The floor must be installed properly.
- The flooring must be used only indoors in a dry and climate-controlled area.
- The flooring must be properly and regularly maintained.
- This warranty does not apply to accessory moldings and trims.
- This warranty does not apply to any products designated as "seconds", non-standard items and flooring sold "as is".

WARRANTIES

WEAR WARRANTY

"Wear" must be through the wear layer to the degree that the printed pattern is affected or altered.

We warrant to the original purchaser that the wear layer on our flooring will not wear through into the decorative surface. (Scratches, indentation or reduction in gloss level is not considered wear)

We warrant to the original purchaser that the wear layer on our flooring will not will not fade as a result of direct sunlight or normal indoor lighting. We warrant to the original purchaser that the wear layer on our flooring will be free from manufacturing defects.

STRUCTURAL WARRANTY

We warrant the original purchaser that our flooring core, colour film, wear layer and UV layer will not delaminate.

We warrant the original purchaser that our flooring structural composition will be free from manufacturing defects.

WATERPROOF WARRANTY

We warrant the original purchaser that our flooring shall be resistant to damage from mopping or normal household spills.

We warrant the original purchaser that our flooring when exposed temporarily to water the tiles/planks are waterproof and will not swell, buckle or lose integrity.

GENERAL EXCLUSIONS AND CONDITIONS

Damage arising by not following relevant installation, care, maintenance and use instructions of the present warranty and the installation instructions provided, such as but not limited to:

Installation on an unlevelled sub-floor.

Use of adhesives or seam sealers.

Loss of gloss due to lack of maintenance or improper maintenance.

Scuffs, scratches, cuts.

Damage from dyes, or other chemicals.

Markings from use of mats or area rugs.

Damage caused by burns, flooding, fires and other accidents.

Damaged caused by abuse (i.e. dragging/dropping items)

Damage caused by vacuum cleaner and attachments.

Failure to support furniture with adequate floor protectors matching the size of the furniture base or foot. It is required the owner and those using the furniture to recheck protectors monthly and replace flat, worn out and/or dirty floor protectors.

Damage caused by Construction.

Damaged caused by extreme temperatures. Below -15°C and/or above 60°C.

Damage caused by exposure to excessive moisture.

Damage resulting from mold and mildew growth due to prolonged exposure to moisture.

Normal wear and tear of the flooring.

Normal changes in color, gloss, grain pattern and tone due to age.

Damage caused by accidents, abuse, misuse, or the use of strong chemicals.

Damage caused by an Act of God, natural disaster

Damage caused during transportation.

Damage caused by scratches, marks, stains and other damage caused by exposure to "abrasives" such as pebbles, grit, sand, dirty shoes, stiletto type heeled shoes, furniture, etc.

Damage to click joints or indentation due to heavy loads.

Damage caused by sliding or rolling heavy objects on the floor.

Damage of planks coming apart at the seams because they have been engaged/disengaged multiple times. (Click system is weakened with each engage/disengage. Warranty does not cover joint failure beyond two refits)

Damage caused by casters on furniture. Areas with rolling chairs require a protective mat between chair and floor surface.

Damage caused furniture rollers.

Damage caused by urine, feces, or vomit stains

No implied warranties extend beyond the term of this written warranty.

Note - In the case of standing water or flooding LEGACY will not act as a waterproofing barrier for the sub floor and/or any surroundings.

Note – Color, gloss, grain pattern and tone may display slight variance to samples or showroom display

CUSTOMER OBLIGATIONS

You should notify the original dealer of the concern within 14 days from discovery. Your dealer can answer your questions and, if necessary, start to process a claim. If your notification takes place outside this period, our warranty will not be applicable.

In order to enjoy the warranty, you are obligated to present:

- A valid proof of purchase in the form of the sales receipt for the flooring. Installation receipt.
- A detailed description of the defect and clear photographs showing the defect.
- Additional information as required by Journey Flooring & Finishings Inc., it's manufacturing factory or testing laboratory to determine root cause analysis.
- You will likely be required to surrender samples of the flooring for testing.
- Do not remove or replace without written consent from Journey Flooring & Finishings Inc.
- We reserve the right to inspect the flooring and to remove samples for additional evaluation. Any attempt to repair or replace the flooring without written consent will void warranty.

OUR COMMITMENT

For claims under this warranty, we will at our sole discretion, repair replace or refinish the defective material or we will provide a pro-rated refund based on the remaining years of warranty. This percentage is determined by the number of years remaining on the warranty and the length of the warranty.

The warranty dispersement plan is as follows:

- During the first year: 100% credit
- During the second year: 90% credit
- During the third year: 80% credit
- During the fourth year: 70% credit
- During the fifth year: 60% credit
- During the sixth year: 50% credit
- During the seventh year: 40% credit
- During the eight year: 30% credit
- During the ninth year: 20% credit
- After the ninth year: 10% credit

Any warranty settlement made with regards to replacing flooring material is limited "like kind and quality" at the time of replacement.

Designs, colors, structures and styles may no longer available, we have the right to substitute another design, color, structure and style that is similar to the original and that has a similar value. We will not pay consequential or incidental damages under this warranty.

The flooring itself is solely warrantable. We will work quickly to find the most reasonable resolution under the circumstances.