

UNIQUE MANUFACTURING PROCESS, SUPERIOR QUALITY

Thank you for choosing PG[®] unfinished or gymnasium hardwood flooring. No other kind of flooring offers the characteristics and advantages of this natural material. The durability and long-lasting nature of wood makes it one of the most economical floor coverings on the long term. PG hardwood flooring boards exceed the highest quality industry standards in Canada. Precise shaping of the tongues and grooves and the ease with which PG boards fit together are singular advantages contributing to the quality of PG hardwood flooring.

PRODUCT WARRANTY

This warranty is offered on all products manufactured after August 6, 2013. Under the terms of this warranty, PG Hardwood Flooring agrees to replace, or may elect to repair, products covered by warranty, subject to the following conditions and exclusions.

LIFETIME STRUCTURAL WARRANTY

The lifetime structural warranty covers structural defects in boards, ensuring that boards are free from shaping and manufacturing defects and classification errors. Wood is a natural material characterized by colour and grain variations. Knots and mineral streaks are not considered as defects when grade definition is respected. Differences in the colour of samples and installed flooring are normal and not considered as defects. A margin of imperfection not exceeding 5% is an accepted industry standard and does not constitute a structural defect under the terms of this warranty. Products sold as waste, seconds or "as is" are not covered by this warranty.

WARRANTY CONDITIONS

The warranty applies only when the flooring is installed according to installation guide available on our website at pgmodel.com. In order to benefit from the warranty, the purchaser must comply with maintenance instructions found in the guide and follow the preventive measures indicated hereafter.

BOARD INSTALLATION

The installer must examine each board before laying it down. Any board installed (nailed or stapled) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty on the basis of manufacturing defects or classification errors. If the owner hires a third party to install his or her flooring, and cannot be present during the installation, the owner is responsible for the judgment of this third party. The installer should be able to evaluate wood quality (grade and shaping) and lay out colours according to the natural variations of the species chosen. PG Hardwood Flooring Inc. cannot be held responsible for errors resulting from poor judgment on the part of the installer. It is the responsibility of the owner to ensure that the wood delivered is what was chosen and ordered.

If you find fault with the grade of wood (as described at pgmodel.com) or its structural quality, please stop the installation and contact your distributor immediately. Discard any board with a visible defect rather than installing it and marring the overall appearance of the floor.

Manufacturers offer consumers a range of hardwood flooring nailers and staplers to choose from, including manual and pneumatic (air) models. It is the installer's responsibility to ensure that the staples are driven into the wood properly, because a dimple effect (or telegraphy) on wood surfaces is not considered a manufacturing defect. The installer should test a few boards, nail them in place and check extremities where boards meet, particularly in cases where boards are installed at a 90° angle to an exterior wall and daylight shines directly onto the floor.

Before installing wood flooring, the installer must ensure that the worksite and subfloors meet or exceed all applicable standards in the installation guide. PG Hardwood Flooring Inc. declines any liability for problems resulting from defects in the subfloor, its surface or the worksite itself.

Installation of flooring over radiant heating systems must comply with NWFA (National Hardwood Flooring Association) recommendations.



WARRANTY EXCLUSIONS

THE WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT AND IS NON-TRANSFERABLE. THE ORIGINAL PURCHASER MUST PROVIDE AN INVOICE OR PROOF OF PURCHASE IN ORDER TO BENEFIT FROM COVERAGE.

Felt pads should be glued to the legs of furniture to avoid scratching the floor when objects are moved. The pads should be cleaned and replaced where necessary. Avoid sliding heavy objects or furniture over the floor. Lift them instead. Place floor mats at each doorway and in high traffic areas in the kitchen where water or oily detergents may damage the floor. Discoloration from exposure to sunlight is a natural phenomenon not covered by warranty.

Wood is a natural material that expands and contracts with the seasons and with heating the home. Even when properly installed, slight gaps may appear between boards at various times of the year. Such gaps are not covered by warranty. Changes in relative humidity can also cause boards to split and crack. To be covered by warranty, cracks and splitting in boards must be visible at the time of installation and the boards discarded or replaced. Once a board is installed, no warranty is applicable, because cracking and splitting may be the result of external factors beyond the control of the manufacturer. It is important to maintain relative humidity in the home as constant as possible (between 37% and 45%). Use a humidifier or dehumidifier, as the case may be. Temperatures in the home should range between a comfortable 18°C and 22°C (65°F and 72°F).

Product defects that cannot be measured or are visible only under lighting or at a particular angle are not considered as defects covered under the PG Hardwood Flooring Inc. warranty.

The warranty does not cover damage sustained during transportation, storage, installation or any other cause not covered expressly by the warranty described hereafter. The warranty does not cover labour costs or other losses or expenses incurred as a result of a defect covered by warranty. Under the terms of the present warranty, the responsibility of PG Hardwood Flooring Inc. is limited to repairing or replacing defective products, at the discretion of PG Hardwood Flooring Inc. If it is impossible to correct the situation, PG Hardwood Flooring Inc. will refund the purchaser an amount based on the purchase price of the defective area of the flooring, proportional to the balance of term outstanding on the original warranty. No PG Hardwood Flooring Inc. distributor, retailer, installer, agent, salesperson or representative is authorized to modify or extend the conditions or duration of this warranty.

This warranty specifically excludes and replaces any other warranty in relation to PG products, including the legal warranty in jurisdictions where exclusion of such warranties may be provided for by law. Under no circumstances may the purchaser of the product exercise recourse of any kind whatsoever against PG Hardwood Flooring Inc., except for conditions provided for specifically in this warranty.

WARRANTY REGISTRATION

To register your residential warranty, please visit our web site at pgmodel.com to register, within thirty days of the purchase date. The flooring must have been purchased from authorized PG dealer and be paid in full.

PROCEDURE FOR A CLAIM FILED WHILE AN INSTALLATION IS IN PROGRESS

If, upon opening bundles, they are found to contain non-conforming products, you must file a duly completed claim form with us. After examination, if we acknowledge that the product is indeed non-conforming, we will recover all uninstalled boards at our expense and replace them as soon as possible. We strongly advise you to have the consumer approve a sampling of boards prior to installation.

If you have installed less than 10% of the entire flooring surface and note that there is a problem with product quality, you must file a duly completed claim form with us. After examination, if we acknowledge that the product is indeed non-conforming, we will recover and replace all boards as soon as possible. Moreover, we will assume costs associated with the removal of the portion already installed.

If you have already installed more than 10% of the entire flooring surface and note that there is a problem with product quality, you must file a duly completed claim form with us. After examination, if we acknowledge that the product is indeed non-conforming, we will recover all uninstalled boards and replace them as soon as possible. No other compensation will be offered.

If, finally, the flooring has been installed in its entirety in the room, no claim may be filed under the terms of the warranty covering manufacturing defects or classification errors.

CLAIM PROCEDURE

If you wish to file a claim under warranty, first contact the authorized PG dealer from whom you purchased the flooring. If the latter is unable to solve your problem, please contact our head office at PG Hardwood Flooring Inc., 2424, rue Principale, Saint-Édouard-de-Lotbinière (Quebec) G0S 1Y0 (telephone: 418-796-2328). We will send you a form that you must fill in and return to us. Claims must be made in writing and sent to PG Hardwood Flooring Inc. within six (6) months of the appearance of the defect. PG Hardwood Flooring Inc. reserves the right to a thirty-day delay following receipt of the claim in order to inspect the product. During the thirty-day delay, no alteration, replacement or repair may be carried out. Failure to comply with this stipulation will cause the warranty to become null and void.



WARRANTY

PG® PRODUCTS GYMNASIUM FLOORING

The warranty does not cover damage caused in whole or in part by accident, ordinary wear and tear, abuse, use for which the materials are not designed, faulty construction of the building, settling of the building walls, failure of third-party contractors to comply with specifications, separation of the concrete slab or excessive dryness, excessive moisture caused by ambient humidity, spillage, migration through the slab or walls, or any other source.

PG Hardwood Flooring Inc. hereby warrants its systems to be free from manufacturing defects. The installer must examine each board before laying it down. Any board installed (nailed in place) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty on the basis of manufacturing defects or classification errors. This warranty is in lieu of all other warranties, expressed or implied, including but not limited to any warranty of merchantability or fitness for a particular purpose, and of any other obligations on the part of PG Hardwood Flooring Inc. In the event of any breach of warranty, the liability of PG Hardwood Flooring Inc. shall be limited to repairing or replacing PG material and system components supplied by PG Hardwood Flooring Inc. and proven to be defective in manufacture, and shall not include any other damages, either direct or consequential. It is the policy of PG Hardwood Flooring Inc. to continuously improve our line of products. Therefore, we reserve the right to change, modify or discontinue models, specifications, and accessories of all products at any time without notice or obligation to any purchaser.

