

Engineered European Oak Flooring Warranty

This Silvanus Flooring Warranty is given to the original purchaser of our products, and is limited to Silvanus Flooring products only. This warranty is not transferable and may not be claimed by any other than the original purchaser. Silvanus Flooring installation and maintenance guidelines must be followed as a condition for this warranty. Failure to comply with the installation and maintenance parameters is subject to denial of the claim.

30 Year Residential Limited Structural Integrity Warranty

5 Year Commercial Limited Structural Integrity Warranty

SILVANUS FLOORING features a multiply cross grain structure made from a durable hardwood substrate that is precision milled for a perfect tongue-and-groove fit. SILVANUS FLOORING warrants to the original purchaser its products, in their original manufactured condition, to be free from manufacturing defects in milling, dimension, and grade for the period stated in this warranty.

Structural integrity does not cover the normal expansion and contraction that wood floors may experience between boards at different times during the year. If minor separations do occur, they are not covered by this warranty. Cupping, delaminating, or crowning due to excessive moisture or humidity is not covered by this warranty.

SILVANUS FLOORING warrants that the engineered oak flooring will not wear through or separate from the multiply for the period stated in this warranty from the date of purchase. Flooring must be used under normal traffic conditions and all care and maintenance instructions provided by SILVANUS FLOORING must be followed for warranty to be valid. The use of other products not approved by SILVANUS FLOORING may damage your floor and void the warranty.

Disclaimer

There is considerable amount of expansion and contraction at different times during the year which could result in cupping, crowning, and surface checking. SILVANUS FLOORING cannot warrant the Engineered Oak Wood Flooring in climates that experience extreme humidity changes. SILVANUS FLOORING cannot warrant Engineered Oak Wood Flooring for environments under 30% RH.

Character Grade Disclaimer

Some of SILVANUS FLOORING collections are purposely selected as a character (ABCD) grade wood and as such, contains all the original defining uniqueness such as open knotholes, pits, worm holes and other naturally occurring elements of a character grade floor. Our clients purchase these collections of flooring precisely for these defining characteristics in order to create a truly natural look. We suggest you allow 5% waste for cross cutting and removal of cracks and end splits. Allow additional 5% if open knots will be cut out and not filled.

Manufacturing Defects

SILVANUS FLOORING warrants the hardwood flooring against manufacturing defects caused by improper milling, grading, and finishing. Damages caused by improper transportation, storage, and installation are not covered. SILVANUS FLOORING is liable only when the defective flooring exceeds 10% of the original hardwood flooring purchase order and will only repair or replace such defective material, excluding the cost of transportation, storage, and installation.

Occasional defects in flooring from miss-milling or handling damage do occur. During installation, occasional defects will be encountered including machining snipes, waness, splits, and areas on the face that will not clean up. Simply crosscut out the defects and use the remaining sections to start or finish a row. If your installer discovers a reoccurring problem or determines the waste to be excessive, stop immediately and call your retailer to review the problem before proceeding.

SILVANUS FLOORING will at its option, either send replacement flooring or credit you for that portion of flooring which are not up to standard. DO NOT install defective flooring. Flooring that has been installed is deemed to be acceptable. SILVANUS FLOORING shall not be responsible for costs associated with installing, finishing, and/or replacing of flooring installed with obvious defects.

Colour & Grain Variation

Wood is a natural material. No two pieces are the same. No two trees are the same. The same species can vary, based on the geographic area from which it was harvested. SILVANUS FLOORING cannot be responsible for claims arising from flooring that possesses a greater range of grain/colour variation than found in samples supplied by dealers.

Colour Fastness

All woods are sensitive to light and oxygen; therefore, over time they will change colour developing a unique patina.

Warranty Exclusions

The following is not covered under this warranty agreement:

- Indentations, scratches, or damage caused by negligence, water, sand, and abuse and natural occurring changes in colour from exposure to light.
- Failure to provide proper environmental conditions, including but not limited to maintaining proper humidity levels.
- Failure to follow manufacturer's installation instructions, including but not limited to failure to use approved adhesives, moisture barriers, and failure to follow SILVANUS FLOORING maintenance products instructions.
- Surface checking resulting from low relative humidity and/or mildew, discoloration, or cupping resulting from extreme sub floor moisture.
- Poor installation workmanship.
- Improper care and maintenance.

Terms and Conditions:

The terms of this warranty become valid upon final payment and proper installation of the product. The use of floor care products other than those recommended by SILVANUS FLOORING may damage flooring and void this warranty. Warranty provisions extend to the original purchaser only. Inquiries regarding this warranty should be directed to the retail store/company where the original purchase was made.