

Warranty Cover

This warranty covers the Urban Plank range.

Conditions

- Valid to the original purchaser only
- Valid only for product that has been paid for in full
- Begins from the date of purchase
- Not transferable or assignable

25 Year Residential Warranty

Forté warrants that your Urban Plank flooring will be free from structural defects and for 25 years, when installed according to the installation instructions and when used under normal residential conditions*, will not buckle, cup, warp, twist or separate due to glue bond failure.

*'Normal residential conditions' meaning those daily activities commonly associated with residential use, as well as care & maintenance according to specific instructions for this product. Covers foot traffic, fixed furniture, and light non-fixed furniture. Excludes application where heavy non-fixed furniture and/or heavy or sharp machinery and equipment are used.

5 Year Commercial Warranty

Forté warrants that your Urban Plank flooring will be free from structural defects and for 5 years, when installed according to the installation instructions and when used under normal commercial conditions*, will not buckle, cup, warp, twist or separate due to glue bond failure.

*'Normal commercial conditions' meaning those daily activities commonly associated with commercial use, as well as care & maintenance according to specific instructions for this product. Covers foot traffic, fixed furniture, and light non-fixed furniture. Excludes application where heavy non-fixed furniture and/or heavy or sharp machinery and equipment are used.

Other Conditions and Exclusions

- The warranty is subject to the product being installed and maintained correctly and in accordance to the respective Installation and Care & Maintenance instructions for this product
- The consumer must acknowledge that the wood flooring, being a natural product, will vary in grain pattern and colour from plank to plank and that this is to be expected and is not a defect.
- The consumer must acknowledge that wood flooring can and most likely will experience some degree of colour change when exposed to UV light.
- The consumer must acknowledge that wood flooring can shrink or expand in response to climate conditions such extreme temperatures and/or humidity. Although the engineered construction of this product is designed to minimize this, it cannot be ruled out.

Claims

- If your floor incurs a problem to do with incorrect installation and/or care & maintenance, Forté will not be held accountable.
- Should your floor fail to perform as stated in the applicable warranty, Forté at its discretion will either

(I) repair without charge the affected planks to conform to the warranty

(II) replace the affected planks without charge with planks of equal value/quality.

If your floor was installed by a professional flooring contractor hired by you, Forté will also pay for the professional labour cost to install your replacement planks. Forté will not pay for the removal or replacement of cabinets, appliances or other fixtures. Replacement planks are warranted hereunder only for the remaining time of the original warranty and are not guaranteed to match in colour, grain and gloss with your existing floor.

· Any claims under this warranty must be made in writing within the guaranteed period and must be accompanied by proof of purchase and evidence of the effect. Such claims will be paid on a pro rata basis taking into account the number of years of satisfactory product performance.