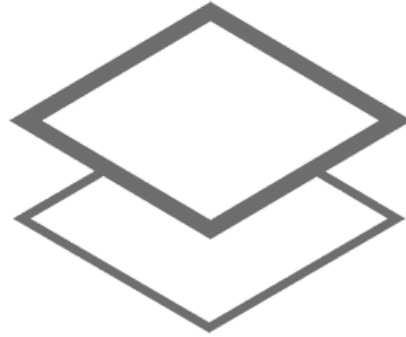


Lifetime Residential Product Warranty
10 Year Commercial Product Warranty



GRAND SURFACES

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Warranty Information

This Limited Warranty is limited to Grand Valley Tile, Grand Surfaces, or any of its affiliates hereafter known as Opus Floors for purposes of this document.

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We are dedicated to crafting each of our products with a commitment to delivering exceptional flooring solutions tailored to your specific requirements. Our relentless pursuit of excellence drives us to utilize top-tier components and implement rigorous quality control techniques, guaranteeing the dependability and durability of our offerings.

Please be aware that no installer, dealer, agent, or employee possesses the authority to modify the terms and conditions outlined in this Warranty.

IMPORTANT: This Warranty from Grand Valley Tile/Grand Surfaces applies exclusively when the installation and maintenance instructions provided by Grand Valley Tile/Grand Surfaces, which are included in the flooring packaging and the packaging for our auxiliary products (adhesives, maintenance & cleaning), are strictly followed. These instructions can also be accessed on our website at www.grandsurfaces.com/www.grandvalleytile.com. Should you have any inquiries, please reach out to us at info@grandvalleytile.com or call 519-743-8300.

1. WARRANTY FOR QUALITY STANDARDS

We guarantee that upon delivery, each of our flooring products conforms to the relevant Quality Standards indicated below: PureCork Genuine Cork: EN 16511; PureCork Digital Print: EN 16511.

This warranty ensures that our PureCork flooring products meet the specified Quality Standards at the time of delivery."

2. LIMITED WARRANTY (STRUCTURAL/WEAR/WATERPROOF)

Whenever our flooring products from Grand Valley Tile/Grand Surfaces are newly supplied through approved outlets, we provide a warranty to the original consumer. This warranty remains valid within the specified period (after the invoice date) indicated in the table below:

(i) Structural Limited Warranty: Our Grand Valley Tile/Grand Surfaces floors are guaranteed to be free from any manufacturing defects.

(ii) Wear Limited Warranty: The surface wear layer of our Grand Valley Tile/Grand Surfaces floors is designed not to wear. In this context, "will not wear" refers to a complete reduction of the surface wear layer over an area encompassing 5% of the total surface.



Flooring installed using Grand Valley Tile/Grand Surfaces products.

(iii) **Waterproof Limited Warranty:** Our Grand Valley Tile/Grand Surfaces floors are fully waterproof, ensuring that the structural integrity of the floor planks will not be significantly compromised by short-term exposure to water. Although moisture does not affect the floor's integrity, extended and excessive moisture accumulation in buildings or on building materials can potentially lead to mold and mildew growth.

Please note that this Warranty does not cover:

- (i) Damage to surrounding structures, walls, subfloors, fixtures, furniture, underlayment, moldings, trims, or subfloor heating elements, or anything other than the floor planks or tiles;
- (ii) Damage resulting from mold and mildew growth due to prolonged exposure to water or moisture;
- (iii) Flooring installed outdoors.

Area and Intensity of Use in accordance with EN 685:

Residential		Commercial	
			
Lifetime		10 Years	

The Grand Valley Tile/Grand Surfaces Limited Warranty is subject to the following CONDITIONS:

1. Proper installation of the floor must be carried out in accordance with Grand Valley Tile/Grand Surfaces installation instructions.
2. The flooring must be used under normal conditions and maintained following the Green Flow maintenance instructions provided by Grand Valley Tile/Grand Surfaces. The flooring should only be used indoors in a climate-controlled environment.
3. The term "Lifetime" refers to the lifetime of the original purchaser (end consumer) for as long as they own the Grand Valley Tile/Grand Surfaces floor. Please note that this warranty is non-transferable by the original purchaser of the floor.

3. WARRANTY COVERAGE

In the unlikely event that any of our products fail to perform in accordance with the applicable warranty, we offer the following options at our discretion: repair, refinish, or replacement of the www.grandsurfaces.com

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defective product with either the same product or another product of equal value (as determined by us). If replacement or repair is not practical or cannot be completed in a timely manner, we may choose to provide a refund for the purchase price paid. The details of our warranty coverage are outlined below:

A) During the initial five (5) years of this Limited Warranty:

- Defective flooring products will be replaced.
- Defective products will be removed.
- Replacement products will be installed. All of these services will be provided at no cost to you. Alternatively, we may opt to issue a refund.

B) After the initial five (5) years period:

- We will only provide all or part of the flooring products for replacement, as indicated in the lifetime usage table below.

Periods (years)	Coverage
0 – 5	100% of the Flooring products for replacement + reasonable labor costs of removal and installation
6 – 10	100% of the Flooring products for replacement (without costs of removal or installation)
11 – 20	50% of the Flooring products for replacement (without costs of removal or installation)
>= 21	25% of the Flooring products for replacement (without costs of removal or installation)

4. EXCLUSIONS This Warranty does not apply under the following circumstances:

4.1. Improper installation, including failure to follow the recommended procedures and use approved auxiliary products, refurbishment, as outlined in the Grand Surfaces/Grand Valley Tile Installation/Maintenance instructions.

4.2. Incorrect subfloor patching, underlayment usage, or subfloor preparation, as described in the Grand Surfaces/Grand Valley Tile Installation instructions. It is important to consult these instructions for proper procedures.

4.3. Inappropriate product selection for the intended flooring use or site conditions. Please refer to the Grand Surfaces/Grand Valley Tile Installation instructions for guidance on product suitability for specific applications.

4.4. Improper maintenance or use of unapproved auxiliary products (please consult Grand Valley Tile/Grand Surfaces Maintenance instructions).

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4.5. Products modified or repaired with products or methods of installation or repair specifically recommended in the Grand Valley Tile/Grand Surfaces Installation/Maintenance instructions or not specifically authorized by the manufacturer.

4.6. Extreme environmental conditions, meaning exposure to extreme heat.

4.7. Gloss change or loss is not considered surface wear.

4.8. Trivial or insubstantial visual defects, ie, visual defects not perceptible at 1,5mt standup or only perceptible in counter light.

4.9. Office roller chairs must comply with EN 12529 (Type W). Use protective office mats under the rolling chairs.

4.10. Gaps on floating floors (> 0,20mm EN 14085) existing at the time of installation.

4.11. High commercial (Class 34) or industrial (Class 42) areas (although 150 10874 classification allows it).

4.12. Grand Valley Tile/Grand Surfaces product lines not specifically mentioned in paragraph 1 of this Limited Warranty or any flooring products sold as “second choice” or with any manufacturing defect.

4.13. Accidents, abuse, misuse, force majeure, damage from heavy furniture or equipment used without sufficient protection, impact damage, hydrostatic pressure, scars from sharp or pointed objects, cuts, tears, scuffs, scratches, misuse, negligence, burns (cigars, candles, etc), water floods, erosion-, spiked heel shoes, pet claws, pebbles, sand or other abrasives.

4.14. Defects verifiable prior to installation.

4.15. Difference in shade or color. Our flooring products are based on natural materials. We do not warrant any difference in shade or colour between samples/photographs and the actual

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flooring. 1) from batch to batch, 2) due to exposure to sunlight, 3) resulting from the different age and history of the same product reference/batch

4.16. Squeaking in Cork Floors

Squeaking in cork floors can occur due to various factors, including fluctuations in relative humidity, an imperfectly leveled subfloor, or the presence of underlays or other types of barriers or layers.

Warranty Conditions:

1. This warranty is valid from the date of purchase (invoice date).
2. It applies solely to flooring products in their original installation location.
3. The warranty is applicable to products sold to the initial end consumer and is non-transferable.
4. It will expire if the product or installation location is transferred or resold.
5. For all products, the warranty is valid only if the care and maintenance instructions are strictly adhered to.
6. The warranty covers flooring used exclusively in interior residential and commercial applications subject to normal traffic. It does not apply to wet or damp areas such as saunas, swimming baths, or similar environments.

THIS IS A LIMITED WARRANTY. EXCEPT AS PROVIDED HEREIN, WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE PRODUCTS, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. OTHER THAN WHAT IS EXPRESSLY STATED HEREIN, UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE TO THE END-USER/PURCHASER OF OUR PRODUCTS OR ANY OTHER THIRD PARTY FOR ANY DIRECT OR INDIRECT DAMAGES (WHETHER CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR OTHERWISE) ARISING OUT OF ANY DEFECT IN OUR PRODUCTS, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS.

This Limited Warranty grants you specific rights and does not diminish any rights that an end user/purchaser may have under local laws. Depending on your country or state, you may have additional rights under the law that vary.

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In certain countries, the exclusion or limitation of implied warranties or incidental or consequential damages may not be permitted. Therefore, the above limitations or exclusions may not apply to you.

5. IF YOU ENCOUNTER A PROBLEM

If you discover a problem with your flooring product, please follow these steps:

5.1. Promptly notify your supplier in writing upon detecting the issue. Include proof of the purchase date, type and grade of the defective products, and the amount of flooring involved. Keep a record of your communication and retain the information until your problem is resolved.

5.2. If you are unsatisfied with the recommendation provided by your supplier, an authorized representative will need to inspect and verify the defect. We reserve the right to designate a representative to inspect the floor and collect samples for analysis.

If the defect is verified and confirmed by an authorized representative, we will proceed as outlined in point 2.

5.3. If your supplier is unable to resolve the problem, please contact info@grandvalleytile.com or call 519-743-8300.