



# Warranty

We take pride in designing each of our products at Grand Surfaces with the goal of providing the best flooring for your needs. Additionally, we utilize the highest quality components and implement rigorous quality control techniques to ensure the reliability and long lifespan of our products.

No installer, dealer, agent, or employee has the authority to modify the terms and conditions of this warranty.

**IMPORTANT:** This Grand Surfaces Warranty is applicable only if the Grand Surfaces Installation and Maintenance instructions, which are included in the flooring packaging as well as the packaging for our auxiliary products (adhesives, maintenance, and cleaning), are strictly adhered to. These instructions can also be found on our website at [www.grandsurfaces.com](http://www.grandsurfaces.com).

## 1. QUALITY STANDARDS WARRANTY

**We warrant that at time of delivery** each of our flooring products meets the applicable Quality Standards, as follows:

**Cork Inspire 700 HRT:** EN16511 / EN 14041;

**Wood Inspire 700 HRT:** EN16511 / EN 14041;

**Wood Inspire 700 SRT:** EN16511 / EN 14041;

**Wood Pro:** EN16511/EN 14041;

**Stone Pure:** EN12104 / EN14041;

**Terrazzo (Capsule collection):** EN12104 / EN14041;

## 2. LIMITED WARRANTY (STRUCTURAL / WEAR / \*WATERPROOF)

Whenever our Grand Surfaces Floating products are supplied as new and through approved outlets, we warrant to the original consumer that within the applicable period (after invoice date) indicated in the table below:

(i) Structural Limited Warranty: Our Grand Surfaces floating floors are free from manufacturing defects.

(ii) Wear Limited Warranty: The vinyl surface layer of the Grand Surfaces floating floors will not wear. "Will not wear" is defined as a 100% reduction of the vinyl surface layer over an area comprising 5% of the total surface area of the flooring installed with Grand Surfaces products.



(iii) Waterproof Limited Warranty: Our Grand Surfaces floating floors are 100% waterproof, ensuring that the structural integrity of the floor plank will not exceed industry standards for dimensional stability for a period not exceeding 48 hours when exposed to water. While moisture will not affect the floor's integrity within these standards, exceeding them may promote mold and/or mildew growth. Please note that this Warranty does not cover:

- (i) Damage to surrounding structures, walls, subfloors, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
- (ii) Damage resulting from mold and mildew growth due to prolonged exposure to water or moisture exceeding the designated length of time provided under this warranty.
- (iii) Flooring that is installed outdoors.
- (iv) This warranty does not include floods.

\*Stone Pure and Terrazzo are excluded from this waterproof warranty.

	FINISHING	WARRANTY
<b>cork</b> inspire 700 HRT		
<b>wood</b> inspire 700 HRT		
<b>wood</b> inspire 700 SRT		
<b>wood</b> pro		
<b>stone</b> pure		
<b>TERRAZZO</b> Capsule Collection		

### 3. EXTENDED WARRANTY COVERAGE

In the rare event that any of our products fail to meet the requirements of the applicable warranty, we will, at our discretion, take the following actions: repair, refinish, or replace the affected product with the same product or an equivalent one of equal value (as determined by us), or provide a refund for the purchase price if replacement or repair is not feasible or cannot be completed promptly. The specific details are outlined below:

- A) Within the first five (5) years of this Warranty: (i) Defective flooring products will be replaced. (ii) The defective products will be removed. (iii) The replacement products will be installed, all at no cost to you. Alternatively, we may opt to provide a refund.
- B) After the initial five (5) years period (if applicable), we will only supply all or part of the flooring products for replacement, based on the lifetime usage table provided below: [Lifetime usage table]

Please note that any associated costs beyond the scope of this warranty, such as labor or additional materials, will be the responsibility of the consumer.



Period (years):	Warranty coverage:
0-5	100% of the Flooring Products for replacement + costs of removal and installation
6-10	75% of the Flooring Products for replacement (without costs of removal and installation)
11-20	50% of the Flooring Products for replacement (without costs of removal and installation)
21-25	25% of the Flooring Products for replacement (without costs of removal and installation)

For any labor costs to be considered, they must be clearly specified and substantiated with appropriate documentation provided by a professional installer. These documents must be attached to the claim for review and evaluation.

#### 4. EXCLUSIONS

This Warranty will not apply under the following circumstances:

- 4.1. Installation that deviates from the specified procedures or does not involve the use of approved auxiliary products, or improper or non-recommended refurbishment as outlined in the Grand Surfaces Installation and Maintenance instructions.
- 4.2. Improper subfloor patching, underlayment, or subflooring, as advised in the Grand Surfaces Installation and Maintenance instructions.
- 4.3. Incorrect product selection for the intended flooring use or site conditions, as guided in the Grand Surfaces Installation and Maintenance instructions.
- 4.4. Improper maintenance or use of unapproved auxiliary products, as indicated in the Grand Surfaces Installation and Maintenance instructions.
- 4.5. Alteration or repair of products using methods or products not specifically recommended in the Grand Surfaces Installation and Maintenance instructions or authorized by the manufacturer.
- 4.6. Exposure to extreme environmental conditions, such as excessive heat, moisture, or dryness (above 65% or below 35% relative humidity).
- 4.7. Changes or loss of gloss that do not constitute surface wear.
- 4.8. Trivial or insignificant visual defects that are not perceptible from a standing distance of 1.5 meters or are only noticeable in specific lighting conditions, as they are not covered by this Warranty.



4.9. Office roller chairs must meet EN 12529 (Type W) standards, and protective office mats should be used underneath rolling chairs.

4.10. Gaps exceeding 0.20mm on floating floors as per EN 14085 existing at the time of installation.

4.11. High commercial areas (Class 34) or industrial areas (Class 42), even though they may be allowed by ISO 10874 classification, will not be covered by this Warranty.

4.12. Grand Surfaces product lines not specifically mentioned in paragraph 1 of this Warranty or any flooring products sold as "second choice."

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

4.14. Detectable defects that are verifiable prior to installation.

4.15. Differences in shade or color. Our flooring products are based on natural materials, and we cannot warrant any variations in shade or color between samples/photographs and the actual flooring, whether due to batch variations, sunlight exposure, replacement of a portion of the floor, or differences in age and history of the same product reference/batch.

4.16. Squeaking in cork floors, which can result from factors such as variations in relative humidity, uneven subfloors, or the presence of underlays or other types of barriers or layers beneath the flooring.

4.17. Compensation for labor will only be provided for approved claims involving installations carried out by licensed professionals.

Please refer to the Grand Surfaces Installation and Maintenance instructions for further details and guidelines.

## 5. CONDITIONS

This Warranty includes the following provisions:

1 It is valid starting from the date of purchase as indicated on the invoice.

.It applies exclusively to flooring products installed in their original location.

2 This warranty is applicable only to the initial end consumer and is non-transferable.

.It will expire if the product or installation location is transferred or sold to another party.

3 Carefully following the provided care and maintenance instructions is a prerequisite for .the warranty to be valid for all products.

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6. It covers flooring used solely in interior residential and commercial applications subject to normal foot traffic, excluding wet or damp areas such as bathrooms or saunas.

7.

THIS WARRANTY IS LIMITED. EXCEPT AS EXPRESSLY STATED HEREIN, WE DO NOT PROVIDE ANY OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. EXCEPT AS SPECIFICALLY PROVIDED HEREIN, WE WILL NOT BE LIABLE TO THE END USER/PURCHASER OF OUR PRODUCTS OR ANY OTHER THIRD PARTY FOR ANY DIRECT OR INDIRECT DAMAGES (INCLUDING CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR OTHER DAMAGES, SUCH AS LOST PROFITS) ARISING FROM ANY DEFECT IN OUR PRODUCTS.

This Limited Warranty grants you specific rights, but it does not affect any rights granted by law to any end user/purchaser. You may also have additional rights under the law, which can vary from country to country or state to state. Some countries do not allow the exclusion or limitation of implied warranties or the exclusion or limitation of incidental or consequential damages. Therefore, the above limitations or exclusions may not apply to you.

## 6. IF YOU HAVE AN ISSUE

If you encounter any issues with your flooring product, please follow these steps:

6.1. As soon as you notice a problem, promptly notify your supplier in writing. Include details such as the problem description, proof of purchase date, type and grade of the defective products, and the quantity of flooring affected. It is important to document your communication and keep this information on file until the issue is resolved.

6.2. If you are not satisfied with the recommendation provided by your supplier, an authorized representative will need to inspect and verify the defect. We reserve the right to appoint a representative to assess the floor and collect samples for analysis. If the defect is confirmed by an authorized representative, we will proceed according to point 2 of the warranty terms.

6.3. If your supplier is unable to resolve the problem to your satisfaction, please contact us at [info@grandsurfaces.com](mailto:info@grandsurfaces.com) for further assistance.