

GRAND SURFACES

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# PureCork Tile Warranty

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## Warranty Information

The terms of this Limited Warranty are applicable solely to Opus Floors Canada Corp., hereafter referred to as Opus Floors or its affiliates, as stated in this document.



We take great pride in our meticulous product design, ensuring that each of our offerings is crafted to provide the finest flooring solution tailored to your specific needs. Our commitment to excellence is evident through the utilization of top-quality components and rigorous quality control techniques, guaranteeing the dependability and longevity of our products.

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

Kindly note that this Naturcork Design on Cork Warranty is only applicable if the Naturcork Design on Cork Installation and Maintenance instructions, which are included in the flooring packaging and the packaging of our supplementary products such as adhesives, maintenance, and cleaning items, are strictly adhered to. These instructions can also be found on our website at [www.opusfloors.ca/www.corksrib-as.pt](http://www.opusfloors.ca/www.corksrib-as.pt).

Should you have any inquiries or concerns, please do not hesitate to contact us at [info@opusfloors.ca/quality@corksribas.pt](mailto:info@opusfloors.ca/quality@corksribas.pt).

1. **QUALITY STANDARDS WARRANTY** We provide a warranty that each of our flooring products complies with the applicable Quality Standards at the time of delivery. The specific standards are as follows:

- DESIGN ON CORK: EN 12104;

2. **LIMITED WARRANTY (STRUCTURAL/WEAR/WATERPROOF)** For all newly supplied Naturcork Design on Cork products purchased through approved outlets, we offer a limited warranty for the initial installation within the designated period (after the invoice date) indicated in the table below.

**(i) Structural Limited Warranty:** Our Naturcork Design on Cork Floating floors are guaranteed to be free from manufacturing defects.

**(ii) Wear Limited Warranty:** The surface wear layer of the CORKSRIBAS Naturcork Design on Cork floors is assured not to wear. "Will not wear" is defined as a complete absence of wear on the surface layer, covering an area equivalent to 5% of the total installed Flooring with Naturcork Design on Cork products.



(iii) Limited Waterproof Warranty: Our Naturcork Design on Cork floors come with a 100% waterproof guarantee, ensuring that the floor plank's structural integrity remains unaffected by short-term exposure to water. While moisture will not compromise the floor's durability, it is possible for mold and mildew to develop in cases of prolonged and excessive moisture accumulation in buildings or on building materials. This warranty does not cover: (i) Damage to surrounding structures, walls, subfloors, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or any items other than the floor plank or tile; (ii) Damage resulting from mold and mildew growth caused by long-term exposure to water or moisture; (iii) Flooring installed outdoors.

Area and Intensity of Use based on ISO 10874: Product Range: Naturcork Design on Cork Residential Use: 33 Commercial Use: 10

The Naturcork Design on Cork Limited Warranty is subject to the following CONDITIONS:

1. Proper installation of the floor must be carried out in accordance with the Naturcork Design on Cork installation instructions.
2. The flooring must be used under normal conditions and maintained following the Naturcork Design on Cork maintenance instructions. The flooring is intended for indoor use only, in a climate-controlled environment.
3. The term "Lifetime" refers to the lifetime of the original purchaser (end consumer) as long as they own the Naturcork Design on Cork floor. This warranty is non-transferable by the original purchaser.

■ 3. LIMITED WARRANTY COVERAGE If Naturcork Design on Cork flooring products fail to meet the terms of this warranty, we will provide a refund for the...



purchase price paid as described below:

**A) Within the first five (5) years** of this Limited Warranty, we will refund 100% of the cost of the flooring product.

**B) After the initial five (5) year period**, we will only provide partial replacement of the flooring products according to the table below, based on the lifetime usage:

Period (years)	Coverage
0-5	100% of the flooring products for replacement + reasonable labor costs for removal and installation
6-10	100% of the flooring products for replacement (excluding costs of removal or installation)
11-20	50% of the flooring products for replacement (excluding costs of removal or installation)
≥ 21	25% of the flooring products for replacement (excluding costs of removal or installation)

#### 4. EXCLUSIONS

This warranty does not apply in the following cases:

- 4.1. Improper installation carried out without following the approved procedures and using the recommended auxiliary products**, or improper or unauthorized refurbishment (as specified in the Naturcork Design on Cork Installation/Maintenance Instructions).
- 4.2. Incorrect subfloor patching, underlayment, or subflooring** (please refer to the OPUSFLOORS/CORKSRIBAS Naturcork Design on Cork Installation Instructions).
- 4.3. Inappropriate product selection for the intended flooring use or site conditions** (please consult the OPUSFLOORS/CORKSRIBAS Naturcork Design on Cork Installation Instructions).
- 4.4. Improper maintenance or use of unapproved auxiliary products** (please refer to the OPUSFLOORS/CORKSRIBAS...



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**4.5. Any products that have been modified or repaired** using methods or products not specifically recommended in the Naturcork Design on Cork Installation/Maintenance instructions or not authorized by the manufacturer.

**4.6. Exposure to extreme environmental conditions**, including extreme heat.

**4.7. Changes or loss of gloss**, as this is not considered surface wear.

**4.8.** Minor or insignificant visual defects that are not noticeable when viewed from a standing position of 1.5 meters or only perceptible under specific lighting conditions.

**4.9.** Office roller chairs must comply with EN 12529 (Type W), and it is recommended to use protective office mats under rolling chairs.

**4.10. Gaps in floating floors** (>0.20mm according to EN 14085) that existed at the time of installation.

**4.11. High commercial areas (Class 34) or industrial areas (Class 42)**, even though they may be allowed according to the ISO 10874 classification.

**4.12. Naturcork Design on Cork product lines** that are not specifically mentioned in paragraph 1 of this Limited Warranty or any flooring products sold as "second choice" or with manufacturing defects.

**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, negligence, burns (cigars, candles, etc.), water floods, erosion, spiked heel shoes, pet claws, pebbles, sand, or other abrasives.

**4.14. Detectable defects that could have been identified prior to installation.**

**4.15. Differences in shade or color.** Our flooring products are made from natural materials, and we cannot guarantee an exact match in shade or color between samples/photographs and the...



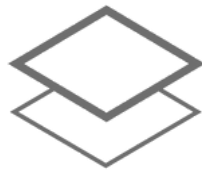
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actual flooring, 1) from batch to batch, 2) due to exposure to sunlight, 3) resulting from the replacement of a portion of your floor, 4) resulting from the different age and history of the same product reference/batch. 4.16. Squeaking in Cork Floors: Squeaking can occur due to various reasons, such as variations in relative humidity, imperfectly leveled subfloor, presence of underlays or other types of barriers or layers below the flooring, and more.

CONDITIONS of This Warranty:

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

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 as expressly provided herein, under no circumstances shall we be liable to the end-user/purchaser of our products or any other third person for any direct or indirect damages (whether consequential, incidental, special, or otherwise), including without limitation, lost profits, arising out of any defect in our products.



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This Limited Warranty grants you specific rights and does not affect any rights provided to you as an end user/purchaser under local law. You may have additional rights under the law, which may vary from country to country or state to state. Some countries may not allow the exclusion or limitation of implied warranties or incidental or consequential damages, so the limitations or exclusions mentioned above may not apply to you.

5. IF YOU ENCOUNTER A PROBLEM In the unlikely event that you discover a problem with your flooring product, please follow these steps: 5.1. Promptly notify your supplier in writing about the issue, providing proof of purchase date, type and grade of the defective products, and the quantity of flooring involved. Keep records of your communication and retain the information until the matter is resolved. 5.2. If you are not satisfied with your supplier's recommendation, request an authorized representative to inspect and verify the defect. We reserve the right to appoint a representative to inspect the floor and obtain samples for analysis. If the defect is 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@opusfloors.ca](mailto:info@opusfloors.ca)/[quality@corksribas.pt](mailto:quality@corksribas.pt).