



## Official Product Warranty

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### **LIMITED WARRANTIES FROM PROLINE FLOORS PRODUCT RANGE THE HERMITAGE PRESTIGE OAKS**

The warranties listed below apply to The Hermitage Prestige Oak range manufactured by Proline floors.

All warranties are only for the benefit of the original purchaser and installation site and shall further only be applicable to products used in dry residential areas.

The residential warranty is pro-rata. A pro-rata warranty is one in which reimbursement decreases in accordance with a fixed formula as the warranty period approaches its expiry date. The value of the original Hermitage Prestige Oak Flooring warranty will be reduced by the amount of time that you possess the product. When a claim is made, the value of the warranty is calculated as a percentage of the number of years of possession. The services provided in relation to this warranty do not extend the original warranty period

#### **The Hermitage Prestige Oak™ 25 Years Structural Warranty**

Under normal residential conditions and with proper maintenance, Hermitage products will be free of structural defects such as delaminating, twisting and buckling and other forms of structural deformation.

#### **EXCLUSIONS**

Improper or inadequate installation methods, subfloor preparation, subfloor condition ( e.g. excessive moisture, poor structural , unevenness ) or any other subfloor systems that was not allowed to cure or dry sufficiently.

Extreme environment conditions, meaning transportation, storage or installation of the flooring product in inappropriate locations or environments, exposure to extreme heat, moisture or dryness.

Room conditions with abnormally low or high relative humidity (RH),i.e. below 40 RH and above 65 RH. In order to sustain the suggested relative humidity (40% - 65%) inside the home, fitting of a humidifier or dehumidifier may be required. The floor is intended to perform in an environmentally protected composition.

Since flooring products are natural and not dried to 0% moisture, the tendency to expand and contract through heating and non-heating seasons, thus experiencing some separation between the planks at different times during the year. Such separations are not considered a product defect and not covered by this warranty.

Panels with visible defects or vastly different should not be installed and removed during installation.

Floor Installation should only be done once the construction for that particular area has been completed. Damages done on the flooring due to construction works are not covered by this warranty.

### **The Hermitage Prestige Oak™ Wear Finish Warranty**

We warrant our UV Acrylic with Anti Scratch Top Coat with 10 years under normal residential traffic conditions. We warrant that the Surface Wear Layer of our flooring will not wear through after the date of purchase. The terms “wear through “shall be defined as the 100% reduction of the Surface Wear Layer over an area comprising 5% of the total Surface Flooring installation.

This warrant excludes any indentations, scratches or surface damage caused by poor maintenance. Color deterioration or fading due to sunlight exposure is not covered under this warranty. Gloss reduction will reduce overtime and is not considered as surface wear.

Variation in color will occur since timber is a natural product. Samples displayed or provided are only indicatives and will not necessary match the floor installed. These are not defects and do not form a part of these warranties.

Products leaving the factory are free of insect infestation and as such, no warranty is provided for insect infestation.

### **Reminder on Floor Heating Systems**

The Hermitage is designed and technically manufactured to withstand the normal operating conditions of floor heating system if installed and maintained in strict accordance to Proline™ guidelines. Due to the fact that proline has no control over temperature settings in flooring systems, we can not offer product warranty.

### **Limitations of Liability**

The Purchaser’s exclusive remedy for any breach of warranties herein shall be limited to repair or replacement of defective goods ( or refund of the purchase price at Proline sole discretion).

The above warranties are exclusive warranties given by Proline floors™ and no other warranty, express or implied, shall apply. In no event shall Proline floors™ be liable for any damages arising from any incidental or consequential loss. In such cases, any monetary liability to the Purchaser shall not exceed the contract price of the products.