



## LIFETIME STRUCTURAL - 5 YEAR RESIDENTIAL WARRANTY

INSTALL YOUR EVORA CORK FLOOR IN ACCORDANCE WITH THE RECOMMENDED INSTRUCTIONS

### ATTENTION

This Warranty does not apply to products sold as second quality or second hand. No installer, dealer, agent or employee is authorized to extend or modify the obligations or limitations of this Warranty.

### STRUCTURAL LIFETIME WARRANTY

We warrant to the first end user that your Evora Cork floor when sold in new condition and authorized dealers, is free from defects in material or workmanship. In the unlikely event that any portion of your Evora Cork floor proves to be defective in material or workmanship, we shall, in our sole discretion and to the final consumer, take the initiative to repair or replace the such portion, WITHOUT ANY COST TO YOU, with the same product or whether a product is not available, we will replace it with another product of equal value and similar in color, design and quality, which will be warranted for an additional period of this Warranty. Claims for products with structural defects must be submitted immediately after the defect is or could have been detected. Lifetime Structural Warranty is limited by the terms and conditions set forth in this same warranty.

### LIFETIME WARRANTY FOR INTEGRITY OF JOINTS (floating floors):

We ensure that the joints will remain secure and the Evora Cork floating floor boards will not separate. NOTE: All Evora Cork floating floors are designed to minimize the opening of joints, which can happen in natural-based flooring products with natural climate fluctuations. Small joint openings (up to 0.2mm / 0.01 "), without the disengagement of the boards, can occur and is not considered a fault.

### ADDITIONAL WEAR WARRANTY:

We assure the consumer that this floor will remain in perfect condition for at least the years from invoice date to the original end user (see table). If, however, any part of the floor will worn within the different periods, we shall, in our sole discretion, take the initiative to repair or replace the part in question free of charge.



Under this warranty, the term "worn" means a decrease of 100% of the floor covering finish with different Evora Cork Flooring finishes.

### EXCLUSION CLAUSES OF WARRANTY:

This Warranty does not apply, and there is therefore no room for replacement of Evora Cork flooring products, in the cases mentioned below:

#### 1. INADEQUATE OR IMPROPER INSTALLATION

The installation must be in accordance with the recommendations in the Evora Cork Flooring installation instructions, including the



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use of recommended adhesives (when applicable). It is the buyer's responsibility to obtain and comply with the recommendations for installation and maintenance.

## **2. IMPROPER BONDING (when applicable)**

The improper bonding may result from various conditions such as excess moisture from the lack or insufficient vapor barrier, or a misapplication, and is not covered by Evora Cork Flooring Warranty.

## **3. SUBFLOOR OR INADEQUATE OR IMPROPER UNDERLAYS**

The installation on subfloors or on underlays not recommended or improper conditions are not covered by this Evora Cork Flooring Warranty, particularly when it is installed on top of gypsum plaster (kind of calcium sulfate), when used on a leaning surface, or on wet concrete floors whose finishing has not been completed, or on a basis of plaster floors that have not dried sufficiently. Should follow the recommendations relating to subfloors in order to test the drying of subfloor prior to installation of the Evora Cork Floor.

## **4. IMPROPER PRODUCT SELECTION FOR THE USE CONDITIONS**

The Evora Cork Flooring Warranty does not apply if the product is not to be used under conditions of normal loading and movement in residential or commercial (not industrial) or if the product specification is not recommended by us for right conditions of movement and load (residential or commercial).

## **5. IMPROPER OR INADEQUATE MAINTENANCE**

If you use the products recommended by Evora Cork Flooring for the maintenance and protection of your floor, it will maintain its visual beauty infinite structure. The use of products other than those recommended for the maintenance of the Evora Cork Flooring may cause permanent damage to the floor and void the Evora Cork Flooring Warranty.

## **6. UNAUTHORIZED REPAIRS OR ALTERATIONS**

This Evora Cork Flooring Warranty does not cover any process, operation or treatment that has been made to the product and that is not specifically recommended in writing by us. Alterations or repairs made by third parties and not by an authorized representative by the manufacturer could void the Evora Cork Flooring Warranty.

## **7. EXTREME ENVIRONMENTAL CONDITIONS**

The floor should be installed in areas with appropriate and healthy ambient conditions (the range of 18 °C to 28 °C (65 ° F to 82 ° F) and relative humidity range of 35% to 65%). Exposure to extreme heat, humidity or too dry, voids the Evora Cork Flooring Warranty. This warranty does not cover the appearance of cracks, deformation, dirt or discoloration.

## **8. DAMAGE CAUSED BY SHARP SUPPORTS**

Sharp supports can concentrate 400 Kgs in 1 cm<sup>2</sup> of flooring. Although the Evora Cork Floor provides the best conditions for resistance to damage by sharp support, we do not accept complaints due to such use.

## **9. ACCIDENT, ABUSE, MISUSE OR FORCE MAJEURE**

The use of the floor not complying with our instructions will void the Evora Cork Flooring Warranty. This Warranty does not cover damage caused by heavy furniture or equipment used without proper protection, or impact damage from violent or marks of sharp objects, cuts, tears, scratches, animal claws, stiletto heels or other damage, lack of maintenance care, by misuse, neglect, burns, water, erosion, stones, sand or other abrasives.



## 10. FAULTS DETECTABLE

Floors with defects that could be easily identified before installation are covered by this warranty only if defective products are packaged and not installed.

## 11. DIFFERENCES IN COLOR

Since Evora Cork Flooring are based on natural products, we cannot guarantee color and shade difference between (1) real samples or photos and the floor (2) from one batch to another (3) or surface damage or discoloration due to exposure to sunlight.

## 12. The Evora Cork Flooring Warranty applies only to products used in its original installation, covering only the first end user and is not transferable and expire as soon as the product or installation are transferred or resold.

ANY OTHER EXPRESS OR IMPLIED WARRANTY IS MADE. WE DO NOT ASSUME ANY LIABILITY UNDER THIS EVORA CORK FLOORING WARRANTY, FOR DAMAGES ARISING FROM THE PURCHASE, USE OR MISUSE OF THIS PRODUCT, OR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR THAT ARE A CONSEQUENCE OF THESE. WE UNDERSTAND FOR ANY SUCH LOSS, ONUS OR COSTS OF DIFFERENT FROM THOSE THAT ARE RELATED TO THE FLOORING ITSELF AND THAT MAY RESULT FROM A DEFECT IN THE FLOORING INCURRED BY PURCHASER OF A DEFECTIVE CMW PRODUCT OR CAUSED TO HIM, OR TO ANY THIRD PARTY. THIS EVORA CORK FLOORING WARRANTY GIVES YOU SPECIFIC RIGHTS, BUT DOES NOT AFFECT ANY LEGAL RIGHTS OF THE END-USER, AND MAY STILL EXIST OTHER RIGHTS THAT VARY FROM COUNTRY TO COUNTRY. SOME COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR INCIDENTAL OR CONSEQUENCE OF THESE, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## IF YOU HAVE A PROBLEM

If you find it necessary to submit a claim under this Evora Cork Flooring Warranty, the original owner must submit a claim along with this warranty certificate, original purchase invoice noting purchase date, pictures of defective products and a detailed description to:

BuildDirect Technologies Inc.  
Ste. 2200-401 W. Georgia St  
Vancouver, BC, Canada  
V6B 5A1  
Tel: 1 877 631 2845  
Fax: 1 877 664 2845

IT IS OF OUR EXCLUSIVE COMPETENCE OF THE CHOICE OF PRODUCTS FOR REPLACEMENT. WE RESERVE THE RIGHT TO APPOINT A REPRESENTATIVE TO INSPECT THE FLOOR AND REMOVAL OF SAMPLES FOR TECHNICAL ANALYSIS.