

Warranty HQR

Residential Use

Your information guide



HQR

TEXTILE BACKING FLOORING



● 20 YEAR LIMITED WARRANTY

Gerflor guarantees to the customer that all its first quality products will be free of defects and manufactured according to floor covering industry standards from the date of purchase.

Gerflor warranty for products with textile backing, under normal residential use, covers scratches, tears, stains, indentation, shrinkage, expansion, watertightness, mildew*, premature wear and manufacturing defects. If a defect should occur, the customer must provide a written claim accompanied by the proof of purchase to the dealer from whom he purchased the floor covering.

During the first and second year following purchase, Gerflor shall replace or repair the defective portion of the floor covering with an identical or equivalent Gerflor product.

Should the product no longer be available, Gerflor shall replace it with a floor covering of the same quality without defect. Gerflor shall also pay reasonable repair or installation costs if the original product was installed by a professional. Reasonable cost means the average cost that a professional installer would request for repairing or installing the type of floor covering that the customer purchased.

Over the second year, Gerflor shall provide free-of-charge a suitable replacement of the same quality, but shall not pay any repair or replacement costs.

● THIS WARRANTY DOES NOT COVER:

- products other than first quality
 - products that have not been installed and cared in accordance with the manufacturer's recommendations.
 - products not visually inspected by the installer and purchaser before installation.
 - products damaged during transportation.
 - products that were submitted to excess abuse or applications not prescribed by the manufacturer.
 - products installed, replaced or repaired by a layman that were otherwise intended for professional installation.
 - products installed on unsuitable subfloors.
 - loss of lustre due to normal wear or prolonged exposure to sunlight.
 - differences in color between samples, illustrations, and the products itself.
 - damage resulting from burns.
 - abusive indentations, punch marks, or other damage caused by stiletto heels.
 - problems associated with hydrostatic pressure and/or excessive moisture and/or humidity and/or alkaline substances in the subfloors.
- *Anti-Mildew 5 Year Warranty covers change of colors, shrinkage and expansion.**
- discoloration caused by rubber or synthetic backing of mats, stains from asphalt covering or sealer, carpets or painted surface tracking.
 - damages caused by table, furnitures or chair legs without appropriate protection and heavy rolling loads.
 - damages caused to any other item than the floor covering, even if it arose from a manufacturing defect in the floor covering, (indirect or eventual damages).
 - commercial installations of residential product.
 - damage caused by abuse such as moving appliances and heavy furniture across the floor without adequate protection.



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