

Windsor Plywood

LAMINATED FLOORS

Laminate flooring products are sold as low-cost, light-duty flooring options and perform best when installed by an experienced professional flooring installer. Although they resemble wood, most laminate flooring is an HDF core with a prefinished melamine paper face. They are not indestructible and can be scratched or chipped by impact or sharp objects. Since they cannot be re-sanded or refinished, they should not be considered an alternative to real wood flooring, but rather to linoleum or tiles. Warranty coverage is usually based on the exposure to only soft-soled shoes and light foot traffic in residential homes. Scratches and dents are excluded from warranties.

MANUFACTURER WARRANTY

Windsor Plywood disclaims liability for incidental and consequential damages for breach of any express or implied warranty and disclaims all other express or implied warranties, including any implied warranty of merchantability or warranty of fitness for a particular purpose, with respect to this product.

CLAIMS POLICY

Claims must be filed to the Manufacturer in writing. Include job-site photos, original purchase invoice, this information sheet, and the product's original installation guide and warranty sheet. If any portion of your floor is found to be deficient, the Manufacturer, at its sole option, will repair or refinish said portion. Upon receipt of the claim, The Manufacturer reserves the right to inspect the floor and remove samples for analysis. When an inspection is required outside of the city where the product was purchased, the travelling expenses of the Manufacturer's inspector must be paid in advance by the Purchaser.

RETURN POLICY

We do not accept returns of all our flooring products. Some products are subject to a 15% or 20% restocking charge. If you intend to return a product, please call ahead or drop in to the Windsor Plywood store *from which you purchased the product*, and explain why you would like to return it. Windsor Plywood will determine if we will accept the returned product, and make you aware of any possible restocking fee. If we can accept the return, we will either give you a return slip, or a reference number which you must use when returning the product. We cannot accept returns of product where the boxes have been opened or contents have been tampered with. There can be no returns of products that were bought as Clearance items or products that were bought at Special Offer pricing or Special Order, non-stocking items. We will not accept returns of flooring products that were bought as a random tally of lengths. Approved returns will be limited to currently in stock products that are returned in the same condition they were sold in. No returns of any products are accepted after 30 days from purchase date.

INSTALLATION PRECAUTIONS - PURCHASER'S OBLIGATIONS & RESPONSIBILITIES

Wood floors can last the lifetime of the building in which they are installed. Homeowners who want to last that long, however, should note the number one enemy of a hardwood floor: MOISTURE! Wood floors naturally expand when moisture is present and shrink when it is not. Certain job site conditions must be present at time of installation to ensure long-term owner satisfaction.

1. Before delivery of your floor, be sure the house is closed in and all concrete, drywall and paint is cured.
2. Never truck, unload or store unprotected hardwood in rain, snow or other wet conditions.
3. When delivered, divide flooring into small lots and store them in the rooms where they will be installed. It will take at least a week for them to reach a moisture balance with their surroundings.
4. With the help of a hygrometer ensure the flooring is acclimatizing to conditions that would be considered dry for your region. (25-35% for Alberta). This may necessitate turning on your furnace for a few days, even in summer, if it's a rainy week where relative humidity readings will get up to 90% + outside.
5. Windsor Plywood recommends that you first pre-assemble the wood strips over the floor's surface to determine appropriate colour and shade mix. Moreover, if you decide to have flooring installed by a third party, who must be qualified, be sure to approve the layout prior to permanent installation. Windsor Plywood and our Manufacturers will not accept any responsibility for bad boards that get installed.
6. During installation a moisture meter must be used to check the moisture content of the sub-floor and flooring. If your wood flooring is in excess of 6%, more time is needed for acclimatization of the wood. The sub-floor must be + or - 2% of the wood flooring content.
7. Check snugness of fit of each piece installed, specifically if installing unfinished square edge flooring.
8. After installation, a humidifier must be used in conjunction with your furnace or air-conditioner system to maintain a relative humidity in your home year round at 35% to 50% to minimize cracks between boards. This means in dry regions that your humidifier is constantly running independent of the furnace. Exposing your floor to conditions dryer than 35% or in excess of 60% relative humidity will void all Manufacturers' warranties.
9. When installing either Engineered or Laminate Flooring it is important to only open one or two packages at a time as you are installing. If uninstalled planks are exposed to humidity prior to being installed they can be difficult to tab together for a snug fit. Also, please note, that all Engineered and Laminate Manufacturers' state as a condition of their warranty that their flooring products are not to be exposed to relative humidity conditions below 35 %.