

Action Flooring General Warranty Guideline:

What is covered by warranty?

- In addition to the product manufacturer warranty, Action Flooring Ltd. has a one year installation warranty. This covers any faults related to defective workmanship or misapplication of the product at no additional cost to the customer.
- If the warranty work requires the replacement of a product that is no longer available, the customer agrees to accept a reasonable product match within the same price range of the original selection.
- Warranty is held directly with Action Flooring Ltd.
- A fair opportunity to repay any such defect must be given first.

What is not covered under warranty?

- Damage related to subsequent alterations, misuse, or abuse of the covered items by any person other than Action Flooring Ltd.
- Damage resulting from fires, storms, electrical malfunctions, accidents, floods, sub-grade moisture conditions, leaks, or acts of God.
- Damage related to customer's failure to observe any instructions from Action Flooring and/or requirements of the manufacturer with respect to the product; including but not limited to failure to control humidity and temperature levels within the home.
- Any item furnished by the customer
- The installation of odd lots, close-outs, or unwarranted product.
- Action Flooring Ltd. will not be responsible for any costs related to time off, access, or inconvenience related to work covered under warranty

What will void the warranty?

- Product or installation has been altered or adjusted
- Payment has not been made to Action Flooring Ltd.
- Improper cleaner or non-recommended cleaning practices (see your manufacturers specific cleaners and best cleaning practices)

How to schedule a service?

- Email service@actionflooring.ca
- Expect 24-48 hours on average to receive a response.
- Emailing pictures and description will improve the process and timeline to resolve.

Customer agrees that this written warranty is the only agreement in place. Anything written or verbal not indicated in this document will not be honored.

Extra Notes:

Customer name and signature _____ Date: _____

Action Flooring Ltd. representative _____ Date: _____