



Warranty Request Form

Please e-mail request form to sales@polyflor.ca

Product	Colour	Quantity	Batch No #

Project Name:	
Project Address:	
End User:	
Installed By [Flooring Contractor]:	
Installation Date:	
Return Warranty via E-mail to:	
Form Completed By:	

To be completed by Polyflor:

Warranty Number:	
Date:	
Signature:	



10 YEAR PRODUCT WARRANTY

Polyflor guarantees that the product will be free from any manufacturing defects and that it will provide a minimum of 10 years serviceable life in normal wear and tear circumstances.

This guarantee is dependent upon strict adherence to the following conditions:

1. The respective products are installed strictly in accordance with the instructions as described in the Polyflor Technical Information Manual and to the prescribed Industry Standard, with a Polyflor approved adhesive and in accordance with the manufacturer specification.
2. The products are maintained strictly in accordance with the instructions contained in the products' respective maintenance instructions.
3. Adequate entrance barrier matting protection is provided as detailed in the Polyflor Technical Brochure.
4. The products are used strictly in accordance with manufacturer's specifications, recommendations or instructions.

Polyflor reserves the right to send an authorized representative to verify any claim and to confirm or not any manufacturing defects. Polyflor may also request samples of material to be returned to the factory for inspection and testing by our Technical Department.

In the unlikely event of the product being found to be defective, Polyflor will pay reasonable uplift and relay-costs and provide sufficient replacement material for the affected area.

In providing this guarantee at no extra cost to the end user, Polyflor reserves the right to offer an alternative colour or equal product should a direct replacement no longer be available.

This guarantee does not cover defects arising from incorrect or poor installation or workmanship relating to the installation, excessive moisture, chemical reaction, corrosion, extremes in temperature, abuse and abnormal usage above which the product is specified, scuffs, scratches, indentations.

The material should never be installed over any existing floorcovering or old existing contaminated concrete subfloor.

Prior to commencing any replacement work, Polyflor or their agent reserves the right to visit the installation to investigate the cause of the problem. If Polyflor agree that the product is at fault, they will arrange with the installer the remedial course of action, who will then carry out the necessary work. The replacement will cover the immediate affected area only.

Polyflor will not accept or be liable for any liquidated damages or other costs not included in the aforementioned statements. This guarantee does not affect the individual's statutory rights with regard to both the product and services supplied. This guarantee is non-transferable. Proof of purchase will be required for any claim.

Claims under this limited warranty must be made in written form and addressed to the address printed on this letter head.

Polyflor Limited reserves the right to update the product specifications at any time.

Polyflor Canada Inc.

3209 Orlando Drive, Mississauga, ON, Canada L4V 1J7

Tel: 1 905 364 3000 | www.polyflor.ca

Samples: samples@polyflor.ca | Sales: sales@polyflor.ca

*James Halstead*TM
FLOORING

Incorporated in Canada Corporation number: 811514-1



12 YEAR PRODUCT WARRANTY

Polyflor guarantees that the product will be free from any manufacturing defects and that it will provide a minimum of 12 years serviceable life in normal wear and tear circumstances.

This guarantee is dependent upon strict adherence to the following conditions:

1. The respective products are installed strictly in accordance with the instructions as described in the Polyflor Technical Information Manual and to the prescribed Industry Standard, with a Polyflor approved adhesive and in accordance with the manufacturer specification.
2. The products are maintained strictly in accordance with the instructions contained in the products' respective maintenance instructions.
3. Adequate entrance barrier matting protection is provided as detailed in the Polyflor Technical Brochure.
4. The products are used strictly in accordance with manufacturer's specifications, recommendations or instructions.

Polyflor reserves the right to send an authorized representative to verify any claim and to confirm or not any manufacturing defects. Polyflor may also request samples of material to be returned to the factory for inspection and testing by our Technical Department.

In the unlikely event of the product being found to be defective, Polyflor will pay reasonable uplift and relay-costs and provide sufficient replacement material for the affected area.

In providing this guarantee at no extra cost to the end user, Polyflor reserves the right to offer an alternative colour or equal product should a direct replacement no longer be available.

This guarantee does not cover defects arising from incorrect or poor installation or workmanship relating to the installation, excessive moisture, chemical reaction, corrosion, extremes in temperature, abuse and abnormal usage above which the product is specified, scuffs, scratches, indentations.

The material should never be installed over any existing floorcovering or old existing contaminated concrete subfloor.

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15 YEAR PRODUCT WARRANTY

Polyflor guarantees that the product will be free from any manufacturing defects and that it will provide a minimum of 15 years serviceable life in normal wear and tear circumstances.

This guarantee is dependent upon strict adherence to the following conditions:

1. The respective products are installed strictly in accordance with the instructions as described in the Polyflor Technical Information Manual and to the prescribed Industry Standard, with a Polyflor approved adhesive and in accordance with the manufacturer specification.
2. The products are maintained strictly in accordance with the instructions contained in the products' respective maintenance instructions.
3. Adequate entrance barrier matting protection is provided as detailed in the Polyflor Technical Brochure.
4. The products are used strictly in accordance with manufacturer's specifications, recommendations or instructions.

Polyflor reserves the right to send an authorized representative to verify any claim and to confirm or not any manufacturing defects. Polyflor may also request samples of material to be returned to the factory for inspection and testing by our Technical Department.

In the unlikely event of the product being found to be defective, Polyflor will pay reasonable uplift and relay-costs and provide sufficient replacement material for the affected area.

In providing this guarantee at no extra cost to the end user, Polyflor reserves the right to offer an alternative colour or equal product should a direct replacement no longer be available.

This guarantee does not cover defects arising from incorrect or poor installation or workmanship relating to the installation, excessive moisture, chemical reaction, corrosion, extremes in temperature, abuse and abnormal usage above which the product is specified, scuffs, scratches, indentations.

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Prior to commencing any replacement work, Polyflor or their agent reserves the right to visit the installation to investigate the cause of the problem. If Polyflor agree that the product is at fault, they will arrange with the installer the remedial course of action, who will then carry out the necessary work. The replacement will cover the immediate affected area only.

Polyflor will not accept or be liable for any liquidated damages or other costs not included in the aforementioned statements. This guarantee does not affect the individual's statutory rights with regard to both the product and services supplied. This guarantee is non-transferable. Proof of purchase will be required for any claim.

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