

# Commercial Warranty\*



**Examples of allowable Commercial Spaces for use with approved Harris Cork products when installed as per Installation guidelines:**

- |                             |                                   |                           |                     |
|-----------------------------|-----------------------------------|---------------------------|---------------------|
| • Doctor/Dental Offices     | • Lounge (excluding Service Area) | • Elevators               | • Hospitality Rooms |
| • Nursing Home Common Areas | • Classrooms                      | • Office Conference Rooms | • Vending Areas     |

- Harris Cork warrants the finish on approved Commercial Products for a period of five(5) years from date of purchase providing proper installation, care and maintenance is provided as defined by the Harris Cork Commercial Maintenance Program and Installation Instructions. This warranty applies to the original purchaser only.
- Finish is warranted not to wear through from commercial traffic for a period of 5 years. Gloss reduction is not considered wear-through; therefore it is not covered under this warranty.

## **STRUCTURAL WARRANTY:**

- 5 years from date of purchase. All commercially rated products are warranted not to separate due to internal glue bond failure only. Cupping, warping, buckling, etc. are not covered under this warranty. Product exposed to adverse conditions or relative humidity levels outside of Harris Cork's recommended range of 35-55% will void this warranty.

## **REGARDING ALL WARRANTY COVERAGE:**

- It is critical that all installation is done in compliance with the procedures outlined in the Harris Cork Installation Instructions. Failure to install in accordance with the instructions will void all warranties.
- Only Harris Cork floors that are professionally installed will be eligible for labor cost reimbursement. If you installed the floor yourself, we will cover the cost of replacement materials only.
- No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless. If, before installation, you discover any flooring that has obvious defects, please contact Harris Cork immediately and replacement flooring will be provided at no cost.

## **EXCLUSIONS:**

- Harris Cork cannot warrant a color match of our products to other wood/cork products including but not limited to stairs, stair railings, cabinets, trim, molding, etc.
- In order to maintain the recommended relative humidity (35%-55%) inside the area of application, installation of a humidifier or dehumidifier may be necessary. Cork floors are designed to perform in an environmentally controlled structure.
- The warranty does not cover damage arising from accidents, abuse, abnormal wear, spike heels, grit, scratches, or dents.
- The warranty does not cover finish wear created by excessive furniture movement i.e., chairs, display fixtures etc.
- Gloss reduction is not considered wear-through. Therefore, it is not covered under the finish warranty.
- The warranty does not cover color changes to any products, which result from the sun, UV rays or artificial light.
- Excessive ground moisture caused by natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters are not covered by the terms of this warranty.
- Natural characteristics such as color variation is normal and not considered a defect. Nature leaves no two pieces of cork the same and color or other variations can occur. We cannot warrant against natural variations, or the normal minor differences between color samples and the color of installed floors.
- Only Harris Cork approved cleaning and maintenance products are appropriate for use on our products. Use of non Harris Cork approved cleaners and maintenance products or any oil soap or ammonia-based cleaners will void all warranties. For a current list of approved products please call 1-800-258-5758.
- Harris Cork's warranty excludes and will not pay consequential or incidental damages associated with any warranty claim. Repair, refinish, or replacement of flooring material are the sole remedies.
- The warranty does not cover insect infestation after the product has left our factory or scratches or stains caused by domestic pets.
- All warranties are limited to the original purchaser and apply only to products listed in this brochure.
- Damage due to water saturation (including but not limited to) a leaky faucet, broken pipe or wet mopping is excluded.
- The use of putties during and after installation of cork flooring is considered normal and is not cause for a claim against this warranty.
- THERE ARE NO WARRANTIES, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. NO OTHER WARRANTIES EXPRESS, IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE MADE, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL Q.E.P. CO., INC. BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THIS PRODUCT, OR FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.
- No installer, retailer, distributor, agent or employee of Q.E.P. Co., Inc. has the authority to increase or alter the obligations or limitations of this warranty.
- This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. Your rights and the limitations described above vary from state to state. Thus, it is important to retain this warranty information.
- If you need to file a claim under this warranty, first contact your Harris Cork Retailer, or write us at: Harris Cork • Technical Services Department • 2225 Eddie Williams Rd • Johnson City, TN. • 37601
- Any and all disputes arising out of the purchase of Harris Cork products or this warranty shall be subject to mandatory and binding arbitration in Johnson City, Tennessee, pursuant to the rules of the American Arbitration Association.
  - This warranty applies to the following collections: Sierra, Sonoma and Santa Cruz.

**\*This warranty is designed for Light Commercial Use. Areas noted are Light Commercial Examples, which would be approved for use under this warranty. If the area where the floor is to be used is in question, please contact the Harris Cork Technical Service Department for further details.**