

GALLIANT Full Residential Warranty

Structural Warranty – Galliant Inc.

Warrants its factory pre-finished solid hardwood floor strips, in their original manufactured conditions, to be free from manufacturing defects.

Surface Finish Warranty – Galliant Inc.

Warrants to the original purchaser for as long as he/she remains the owner, 20 full years from the date of purchases that the surface finish will not wear through in normal residential use.

Disclaimers and Exclusions

- Galliant Inc. does not accept responsibility for costs of product or labour when strips with visible defects have been installed.
- Variations in appearance and quality and minor imperfections are considered normal in up to 5% of floor strips as per industry standards.
- Natural occurring wood characteristics such as variations in color grain, mineral streaks, and knots are not product defects,
- Shading changes due to normal exposure to sunlight, as the floor ages are not product defects.
- Gloss reduction is not surface wear.
- This warranty does not cover strip damages such as marks or scratches caused by blows, impacts rubbing of heavy objects, sand or other abrasives
- High-heeled or hard-soled shoes.
- This warranty does not cover deterioration caused by poor or improper maintenance negligence, inadequate protection, misuse, animals, pets, water damage, extreme environmental conditions, inappropriate humidify, structural movement, or use of cleaning products or methods other than those specifically recommended for pre-finished solid hardwood floors.
- This warranty does not cover natural expansion and contraction resulting in cupping or separation between floor

strips, or damages caused by low or excessive humidity.

- This warranty does not cover floors installed for commercial or industrial uses.

Manufacturer's Liabilities

- The manufacturer fully supports its products. In the unlikely event of a warranty claim, Galliant Inc. will at its discretion, either
 1. Supply material to replace the affected floor strips or
 2. Refund an amount equal to the purchase cost of the affected floor strips on a time pro-rated basis. That is for each month from the date of purchase, the claim shall be reduced by 1/240th of the original purchase cost.
- The manufacturer will replace any defective floor strips in excess of 5% imperfection rate accepted in the industry, excluding the 5% cutting loss assumed by the customer.
- The manufacturer or its agents accept no liability for any direct or indirect loss, damage, or harm of any kind resulting from the use, loss of use or performance of its products.
- The warranty detailed in this brochure is the sole warranty that will be honoured by Galliant Inc. to the exclusion of all other declarations, agreements, warranties or laws, implicit or explicit.

Making a Claim

- Claims under the Galliant Full Residential warranty must be made in writing to Galliant Inc. describing the nature of the problem.
- Galliant Inc. will contact the customer within 2 business days after receiving the claim to resolve the customer's problem.