

WARRANTY

(35/5)
years residential years commercial



WARRANTY
(10)
years residential



MERCIER

wood flooring

INNOVATION • TRADITION • PERFECTION

Owner and/or Installer Responsibility

Mercier floor boards are made of hardwood, a natural material that may present certain imperfections. Mercier products are subject to strict quality standards and comply with those in effect in the wood flooring industry.

The industry provides a margin of error of 5% with respect to natural imperfections and workmanship of the product.

The following responsibilities shall be borne by the owner of the floor, even if he is absent at the time of installation.

Prior to installation, the installer and owner must make sure that the work site and subfloor comply with conditions specified in the Mercier installation guide. **The installer and owner are responsible for inspecting floor boards prior to their installation.**

The installer must select boards in a reasonable manner and, when necessary, either discard, install in a less conspicuous place, or cut boards with any type of irregularities.

Once the board has been installed, it is deemed to have been accepted by the installer and owner even if the latter is absent at the time of installation.

The Mercier finish guarantee

The manufacturer "Les Planchers Mercier inc." warrants to the original purchaser that the Mercier Generations certified Greenguard finish and the Pure Expression certified Greenguard finish will resist wear and peeling from the surface for a period of:

35 years from the date of purchase of the Mercier Generation Greenguard Certified Finish for normal residential use.

10 years from the date of purchase of the Pure Expression Oil Finish for normal and residential use, without applying a new layer of oil or revitalization product.

5 years from the date of purchase on the Generations certified Greenguard finish for commercial use.

Wear must cover a minimum of 10% of the area of the installed flooring. The loss of gloss is not considered as wear and tear.

- Light commercial projects include medical offices, business offices, conference rooms, specialty clothing or toy stores located in shopping centers without direct access to the outside, and similar applications (subject to approval by Mercier);
- Food service establishments are not covered by the warranty;
- Any project equal to or greater than 2,000 square feet must be approved by the Mercier Flooring Technical Services Department prior to installation.
- Commercial projects are excluded from this category (e.g.: superstores, distribution center);
- Projects installed in intense traffic areas such as airport terminals are excluded;

Limited lifetime warranty on wood boards

For as long as the original purchaser owns and/or resides in the premises where the Mercier products (3/4" Solid, Engineered, and LOC) were installed, the manufacturer, Mercier, are free from structural defects, grading errors, and faulty finishing, including the application of stains or urethane finish.

As wood slats consist entirely of natural material which reacts to the environment, the variation in the dimensions of the product, which can give rise to spaces between the slats; the formwork; and the appearance of post-installation cracks and chapping, can be attributed to environmental factors. Therefore, they are not covered by this warranty.

Obligations of Mercier

Under the terms of this warranty, the responsibility of the manufacturer, Mercier Wood Flooring Inc., is limited to any of the following measures, at Mercier's sole discretion and without any other form of compensation:

- i) Provide the material for the replacement of the defective boards only (excluding labour, accessories and any other related costs);
- ii) Provide compensation equivalent to the cost of refinishing the floor of the room where there is complete wear of finish³;

The warranty only covers boards, excluding cutting losses, with manufacturing or natural defects exceeding the 5% margin of error (industry standard).

3. Subject to a standard industry rate approved by Mercier.

Exclusions

Mercier bears no responsibility under the terms of the warranty and will pay no compensation in the following instances:

- i) Damage has occurred other than that listed above under "Obligations of Mercier," including but not limited to loss of use of space, moving costs, hotel costs, and loss of time or goods;
- ii) The floor has been installed does not meet technical specifications found in the Maintenance Guide brochure;
- iii) Product defects have been caused by improper storage or transportation;
- iv) Insufficient proof is available that Mercier's recommended maintenance instructions were followed;
- v) Damage has been caused in whole or in part by negligence, abrasive substances, dragged furniture (with or without wheels), high-heeled shoes, scratch, or any other use than normal residential use;
- vi) Damage has been caused in whole or in part, but is not limited to, a change in wood moisture, a flood, unusual heat, extreme humidity or dryness, a natural catastrophe, a lack of heating, insect infestation, or stains or scratches caused by domestic animals;
- vii) For repairs undertaken without the written permission of Mercier Wood Flooring;
- viii) To replace defective boards prior to installation;
- xiv) Any maturation of the wood;
- x) A product has deteriorated in some other way than total wear of the finish;
- xi) Product shipping or transportation costs have been incurred;
- xii) In the absence of evidence provided by the customer from the date of the original purchase invoice of the Mercier product;
- xiii) A slight difference exists between sample color and floor color;
- xiv) The floor has not been maintained at a relative humidity of 40% to 55% and a temperature of about 20°C at all times;
- xv) The floor (excluding Engineered boards) is installed in such as basement
- xvi) The installation of ¾" solid flooring over radiant heat systems;
- xvii) The installation of Engineered Brazilian Cherry (Jatoba), Lima, Tigerwood, Asuncion, La Paz, Sao Paulo, Hickory

natural, Hickory authentic, Hickory Handscraped and Castello, Fuji, Westminster, Freedom, Pride, Strong, Terra Nova, Hampton, Tremblant, Cap Cod, Jasper, Fundy, Wormy Chestnut, Melbourne, Adelaide and Brisbane over radiant heat systems;

- xviii) For any alteration of the product resulting from misuse of the recommended tools.;
- xix) Any deformation of the product which cannot be measured or that is only visible at a certain angle or under specific lighting is not covered by the warranty.
- xx) For cracking or squeaking noise attributed to the flooring or sub-flooring, cupping of the flooring boards or surface dimpling.

Applicable laws

This warranty is governed by Quebec provincial law, save and excepting the rules governing conflicts of law and any other law.

Claim procedure

To make a claim under this warranty, and before altering the flooring in any way, the purchaser must first contact and file a complaint with the retailer from whom the flooring was purchased, complete with a copy of the purchase invoice, within 6 months of occurrence of the problem in question. In the event of failure to reach an agreement with the dealer, the purchaser must then send a copy of the claim and invoice within the warranty period to:

Mercier Wood Flooring inc.

Attention of: technical service
330 rue des Entrepreneurs, Montmagny (Québec)
Canada G5V 4T1

Mercier Wood Flooring reserves the right to have any floor that is the subject of a complaint inspected by a designated representative and to authorize the representative to take samples for analysis purposes.

Job-Site Conditions and maintenance

For the complete description, please refer to the installation and maintenance Guides.

- The subfloor must be firmly fixed to the joists;
- **The subfloor moisture level must not exceed 12%, and the difference between the subfloor and floorboards must not be greater than 4% of the floorboards' internal moisture level, which is 6% to 9%;**
- **The difference in level must not be more than 3/16" over a distance of 6' distance or more than 1/4" over 10';**

Environmental Conditions

Normal environmental conditions mean that the heating, the ventilation system, and/or the air conditioning is working properly and that the conditions inside your home have been kept at an approximate temperature of 20 °C (70 °F) and a relative humidity between 40% (MINIMUM) to 55% (MAXIMUM).

Failure to closely follow these maintenance and preservation guidelines will invalidate the warranty.

- Use a vacuum cleaner to remove without delay all abrasive substances (sand, slivers of glass, stones, cuttings, etc.) that could scratch the finish;
- Clean using Mercier's specially adapted Mercier prefinished flooring maintenance kit.
- Water is one of wood's worst enemies. Never use large amounts of water to clean wood floors, or steam cleaner.
- Stiletto heels are not advised on hardwood floors, because they can mark the surface;
- We recommend that you avoid exposing the floor to direct sunlight or bright light. Although Mercier products are equipped with an anti-yellowing, screen protector, repeated exposure may change the original appearance of the floor;
- It is possible to correct minor scratches with the Mercier retouching kit, available at Mercier retailers.

For more information, contact your Mercier dealer, who will be delighted to answer your questions. You can also visit our Website at www.mercierwoodflooring.com

MERCIER PREFINISHED HARDWOOD FLOORING WARRANTY REGISTRATION FORM

Fill in the registration form and mail to "Les Planchers

Mercier inc." within thirty days of purchase. Keep your invoice.

Please print.

Date: _____
 Retailer: _____
 Date of purchase: _____ M. Mme
 First name: _____
 Last name: _____
 Address: _____
 City: _____ State or province: _____
 Zip code: _____ Country: _____
 Phone: (____) _____
 e-mail: _____

Status:
 Single Married or marital status
 Divorced Widow Other

How many children live in your home?
 0 1 2 more than 2

What is the range of income of your family? (K\$)
 0-50 50-75 75-100 more than 100

How did you know Mercier Wood Flooring?
 Radio ad Home show TV ad
 Yellow pages Mercier retailer Other
 Internet Word to mouth
 Magazine ad

Rate the following words from 1 to 5, stating if they are good or bad synonyms of Mercier. (1 = not synonym at all, and 5 = perfect synonym)

Information available on Mercier Website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Information on flooring installation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Mercier products	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Information provided by the salesperson	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
General shopping experience of Mercier products	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Quality	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Beauty	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Durability	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Clean	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Warm	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Innovative	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Character	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Authenticity	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Tradition	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Perfection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Variety	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Reliability	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

You and hardwood floors...
 If you could state in 3 words what you are expecting from hardwood floors, what would they be?
 1: _____
 2: _____
 3: _____

Did you use internet a lot to get information on hardwood flooring? (1=not at all, 5=a lot)

1 2 3 4 5

What other brands did you consider in your shopping process?

1: _____
 2: _____
 3: _____

Why did you finally choose Mercier? Please mention 3 main reasons:

1: _____
 2: _____
 3: _____

Please state on which point you agree with the following statements (1 = totally disagree and 5 = totally agree)

I really appreciated	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The salesperson's service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Mercier Website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Mercier brochures	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The information available at my retailer	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Mercier display	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Please be sure to fill in the Mercier warranty registration form and mail it within thirty days of purchase to

Mercier Wood Flooring inc.
 330 rue des Entrepreneurs
 Montmagny (Québec) Canada G5V 4T1