



Europlex International Ltd.

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Important Notice to Flooring Customers and Installers:

All Hardwood Flooring including solid, engineered, bamboo, and cork supplied by Europlex is quality tested prior to leaving the factory. If there is any doubt concerning the grade, finish, color, or overall, quality of the product, please contact Europlex immediately.

Products that are already installed (nailed, stapled, floated, or glued) are considered as acceptable by either the installer or end user. No claims or returns will be accepted once the flooring product is installed.

The flooring that Europlex supplies is manufactured with natural products; therefore having natural defects and is manufactured in accordance with industry standards. These standards permit up to 5% defects. This amount is additional to the 5% waste factor.

The installer/end user is responsible for inspecting the grade, fabrication, and finish before installing the product. He/she must be selective and set aside or cut pieces whatever the case may be. The use of stain, filler or putty to correct defects during installation is normal industry practice. Industry guidelines must be adhered to with respect to handling, acclimatization, moisture, humidity, installation site, sub-floor, equipment, and supplies, etc.

Please be advised Europlex's responsibility is limited to the manufacturer's warranty. The manufacturer's warranties are available upon request; please contact Europlex if you have any questions.

We thank you for your attention on this matter.

Sincerely,

Europlex