

TORLYS Re-Use Guarantee Guidelines

Please note the following guidelines for repurposing your TORLYS Smart Floor:

- Vacuum and clean entire floor using a no-rinse, pH-neutral floor cleaner. Refer to our website for current recommendations.
- Carefully remove the baseboards and transition pieces; set aside furniture to one area of the room.
 - Note: As no glue is involved, the furniture does not have to be fully removed from the room but can be moved from one side to another as the old floor is removed and new one installed.
- As there will be damaged planks as well as many cut pieces, expectations for re-use (depending on the age of your TORLYS Smart Floor) should range between two-thirds to three-quarters of the square footage of the original installation.
- Start unclicking your floor starting at the most convenient point. The [TORLYS Bulldog™ Tool](#) may be useful in the disassembly and re-installation of your TORLYS floor.
- When unclicking your floor:
 1. Carefully lift-up the entire row and then unclick the end joints.
 2. Gently angle the floor upwards to unclick rather than aggressively pulling apart to limit the amount of joint breakage.
 - There may be joint damage during the removal. Separate the planks that have damage from the ones that are in good condition. Planks with joint damage will still be useable, however, joint adhesive will be required to re-install these planks; contact TORLYS Customer Service at 1-800-461-2573 and ask for the Technical Department for details.
- For all other installation matters, please follow TORLYS Installation instructions, available at www.torlys.com.

Important Note: Does not apply to nailed or glued floors, or TORLYS Twist products. Not applicable to SuperSolid Hardwood by TORLYS and Marquee Floors by TORLYS.

Give your used TORLYS Smart Floor another life by reinstalling it in another room under FULL warranty and receive a 10% credit back to use towards the purchase of your next Smart Floor. The value of the 10% credit is calculated using the cost of material for your original floors (does not include labour).

- Snap a photo of the floor installed in the first room, then re-installed in the second and send it to TORLYS (warranty@torlys.com) with your original receipt to claim your reward.
- The original receipt must be included for the calculation of the 10% credit. TORLYS will review your Re-Use claim and reach out to confirm final details. A coupon for your 10% credit, redeemable at any authorized TORLYS dealer, will be mailed to you within 4-6 weeks.



SNAP A PHOTO
(original installation)



RE-INSTALL



SNAP A PHOTO
(new installation)



SEND TO TORLYS