

# Beautiful Promise

## Changed your mind? Relax, it's a TORLYS Smart Floor.

TORLYS understands that sometimes things can change when you are decorating and once your floors have been installed, the final look may not reflect what you had envisioned. We want you to be happy with your new floor, therefore, if, 30 days after installation, you are not happy with the style or colour of your TORLYS Smart Floor, we will replace your floor with a new TORLYS floor of equal value (see eligibility requirements below). All you pay is the labour and freight (if applicable).

## How does our Beautiful Promise work?

Live with your floor for 30 days. If after 30 days you are not satisfied, contact the dealer who installed your floor to initiate your Beautiful Promise claim.

### Eligibility Requirements

- The original floor must be professionally installed by an authorized TORLYS flooring dealer.
- You must live with the floor for 30 days after installation and initiate your claim within 60 days.
- Replacement material cannot be the same SKU; you must reselect an alternate style and/or colour.
- A copy of the retail bill of sale is required, as well as photos before and after replacement is complete.

**IMPORTANT:** This is a replacement warranty that relates to matters of consumer dissatisfaction with style and/or colour. It does not apply to variations from samples or printed illustrations in terms of texture or shade, or variation in shade/sheen/texture if added on to an existing installation.

## Frequently Asked Questions

1. What happens if the price of my new TORLYS floor is different than the original floor I purchased?  
*The Beautiful Promise will cover the cost of replacement material equal to your original floor. If you select a floor greater in cost, you will be responsible for the difference. We do not credit or rebate the difference in cost if you select a product of lesser value.*
2. Does my Beautiful Promise replacement have to be ordered and installed from the same dealer?  
*Yes. This ensures one point of contact for seamless follow-up.*
3. If I am not satisfied with the replacement floor, can I initiate a new Beautiful Promise claim?  
*We allow one claim under the Beautiful Promise per purchase.*
4. What if the floor was vandalized, damaged, or otherwise defective?  
*The Beautiful Promise does not apply to matters that would be covered under other TORLYS warranties. No replacement will be authorized under this promise should the floor be subjected to vandalism, abuse, improper maintenance, alteration, or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.*
5. What happens to the original floor?  
*The dealer will remove the original floor from your home and TORLYS will repurpose it.*