

PARQUET

Warranty conditions

WARRANTY 25 YEARS

Our parquet floorings are guaranteed 25 years in the frame of a normal domestic use. The guarantee takes effect from the date shown on the original invoice or proof of purchase. Installation must be completed with respect for all the minimum conditions required and hygrometry explained in the present warranty certificate, and also in the installation guide. The maintenance for the parquet must be completed with the appropriate products, with respect for all the basic recommendations mentioned in this notice and certificate.

Guarantee conditions

Products must be stored and/or fitted in the respect of our installation instructions.

The guarantee does not apply:

- If faults were apparent but where not pointed out before or during installation, and once installed the parquet cannot be the object of any claim.
- If the products were stored and/or installed without respect to our advice for installation prescribed in this document.
- Of some voluntary deterioration is involved, or results from negligence, some fault in maintenance, or results from accidental causes, or from any fortuitous case of an act of God.
- In case of non-normal use such as the ones caused by heel switches, inadapted protection of the furniture's foot, animal's scratch, etc.
- When fitted in a room with direct access outside without providing adapted rugs in order to get rid of stones or any other abrasive substance.
- When installed in any room where water is used (bathroom, kitchen, etc.)
- If faults occurred to corrosive substance or animal's urinate.
- If faults encountered are linked to any disregard of the climatic conditions, such as non-compliance with the temperature requirement (in the room at least 15C/59F) and maintaining the level of relative humidity (from 40 to 65%) using humidifiers or de-humidifiers, when appropriate.
- In case where you yourself have carried out repairs or had the products repaired by some third party without previous notice, and agreement from supplier/vendor.
- This warranty does not cover surface wear.

The guarantee covers any deformation or alteration of the parquet that might appear, provided that all our recommendations concerning the storage, preparation of the subfloor, installation and maintenance have been strictly observed, and provided that the hardwood floor has been used in the conditions it has been designed for, in domestic use. A fitted product is considered as accepted and no claim can be issued afterwards.

Services under this Warranty

- This warranty is in addition to the statutory warranty of quality and all other rights the buyer is provided with law, including the rights of the buyer with regard to the seller.
- If all parquet floor boards have been inspected for any visible material defects prior to installation, defective floor boards will be replaced free of charge. Warranty claims cannot be accepted for defective floor boards that have been installed. This warranty does not extend to damage caused by third parties (e.g. transport damage).
- If a defect in accordance with this warranty has only become apparent after installation, the manufacturer, at its option, reserves the right on acceptance of the warranty claim to carry out a detailed repair of the defective areas or to supply the dealer/point of purchase concerned with replacement material free of charge.
- If the defective product is no longer available, the manufacturer will provide replacement material of equal value from the current manufacturer's parquet range.
- No warranty service shall in any event act to extend the warranty period. The commencement of negotiations between the manufacturer and the customer concerning the clarification of a product defect shall in no event be deemed an acknowledgement of a legal obligation. The buyer is not granted any further rights, claims or demands. In particular, the costs of removing and reinstalling the parquet of single floor boards or of refinishing the floor for the purpose of maintaining the surface finish as well as other incidentals are excluded.

Handling of Warranty Claims

- Any damage must be reported in writing within 30 days of occurrence to the dealer/point of purchase.
- The manufacturer reserves the right to inspect the damage on site after agreement on a reasonable inspection date in order to verify compliance with the warranty terms and conditions.