



## **Warranty conditions for Floor Royal wood flooring**

### I. General warranty conditions

1. Warranty applies to wood flooring Floor Royal, which was laid and operated according to instruction, attached to each package of product.
2. Warranty is granted for 25 years. Warranty enters into force from the date of purchase, as a base is used date of vendor's bill. In case of reclamation, copy of warranty card and bill should be submitted to distributor.
3. Warranty covers:
  - a) varnish / oil:
    - resistance against wear and tear (at correct operation according to maintenance instructions);
    - resistance against cracking (when installation is performed according to installation provisions and at correct operation according to maintenance instructions);
    - resistance against peeling (at correct operation according to maintenance instructions);
  - b) pieces:
    - resistance against wearing of floor layer (at correct operation according to maintenance instructions);
    - durability of pieces, separate constructions, parts;
    - final quality of pieces.
4. Purchased product is not accepted for return if it complies with purchase documentation.

### II. Cases, which is not covered by warranty

1. This warranty of quality does not cover:
  - restoration of varnish on base of normal operation, mainly occurred due to natural deterioration and wear of parquet varnish;
  - mechanical damages, scratches and damages, occurred due to maintenance, which does not comply with manufacturer's established maintenance instructions;
  - change of colour due to sunlight;
  - minor differences of tints from product sample;
  - defects, arisen from laying or use in unsuitable conditions;
  - defects, caused by customer's negligence or ignorance;
  - products, which were subjected to moisture, moisture can be a cause for deformation of pieces;
  - differences of tints and colours, arisen from natural characteristics of wood species;
  - changes in sizes of pieces, caused by incorrect humidity and room temperature;
  - damages, arisen from unpredictable conditions (flood, fire, etc.);
  - floors, subjected to any modifications;
  - defective product, which regardless visible defects, was installed.

### III. Provisions for warranty execution

1. Conditions for considering Floor Royal production warranty:
  - Correctly filled warranty confirmation part with purchase document (see below).
  - Accurate observation of manufacturer's usage, maintenance and installation instructions;
2. In case, when it is confirmed that the product has defect, according to regulations of warranty card the complaint should be submitted to distributor, from which the product was purchased;
3. Complaint should be submitted in writing within 7 days after defect determination;
4. For checking compliance of complaint with warranty requirements, warrantor reserved rights to demand opportunity to see defected product in installation place, in time, agreed with customer;
5. Complaint will be examined within 30 days from its submission;

6. If complaint is confirmed during warranty period, there exist the following options:
- Replacement of defected product with product without defects;
  - Removal of defects, arisen due to material of hidden defects of any construction, free of charge.
7. Manufacturer's liability in no case shall not exceed value of purchased product.

<b>Confirmation of</b>
Purchase date/ Bill No.:
Signature and stamp of vendor:
Date of installation:
Place of installation:

*I confirm that I have read and agree to provisions of this warranty card, customer's signature and date :*

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