



## Xylopak wood flooring

Wood floors are ideal for any purpose, any requirements and anyone!

The purchased product comes with the warranty certificate, which sets out the criteria and warranty requirements. Warranty details are available electronically, on the manufacturer's website and at the sellers outlets.

## Warranty Certificate

Warranty certificate for wood floors :

**solid**

☐

**engineered 2-layer**

☐

Certificate number					
Purchase date					
Contract number					
Product (grade, specification, quantity, finish code )					
Place of installation (address)					
Transportation					
Warranty period (type, grade, years) excluding natural durability					
Solid	Extra	20 years	Engineered *	Extra	20 years
Solid	Natur	20 years	Engineered *	Natur	20 years
Solid	BR	20 years	Engineered *	BR	20 years
Solid	Extra D	20 years	Engineered *	Extra D	20 years

Store stamp  
and  
Seller's signature

I am aware of the  
warranty terms and I  
have received the  
technical information,  
point. 1.2 / page.2

Buyer's signature

\* Double-layer floor (2-layer) is guaranteed to be delivered with UV oil finish: Milk Oak-code MO 110, Royal Oak -code RO 210, Honey Oak-code HO 310, 410, Antique Oak-cod AO 510;

The unfinished double layer floor is guaranteed for a 5 times smaller period /each grade

## **Warranty terms for the quality of the purchased floor.**

### **1. WARRANTY criteria.**

1.1 THE GUARANTOR, as a manufacturer, headquartered in ..... guarantees the floor quality, called the Product, according to the terms of this Warranty Certificate, to be completed and stamped by the SELLER (manufacturer or an authorized dealer) and handed over to the BUYER with the purchased Product.

1.2. The SELLER gives and the BUYER receives the technical information package: warranty certificate, CE marking, performance statement, technical data sheet, installation guide and maintenance instructions.

1.3. WARRANTY granted covers the physical faults resulting from causes attributable to the product, before installation or during the installation.

1.4. The BUYER is the beneficiary of the warranty if he meets the conditions established by the warranty.

1.5. THE SELLER uses this warranty granted by GUARANTOR for internal trade and for exportation the seller uses the warranty together with written confirmation from the GUARANTOR.

1.6. The BUYER has unlimited warranty rights for the faults of the Product sold, resulting from the applicable general provisions of the applicable national law, corresponding to the sale contract.

1.7. The BUYER / authorized person declares that he / she understands and accepts the warranty terms.

### **2. WARRANTY subject.**

2.1. WARRANTY refers to the product: wood floors, identified on page 1 of the warranty certificate.

2.2. WARRANTY is offered for a period of time calculated from the date of purchase, according to the warranty period stated on page 1 and within the warranty terms specified on page 2.3 of the warranty.

2.3. GUARANTOR confirms that its Products are in accordance with the technical standards for solid and engineered wood floors and are suitable for use in accordance with their intended use.

2.4. WARRANTY includes:

- Deviations from the physical performance resulting from the manufacturing process (geometric characteristics, humidity);
- Deviations from the quality grades (frequency and size of knots, stains, sapwood);
- Deviations from the finishing quality of the elements, when appropriate.

### **3. WARRANTY conditions.**

3.1. The SELLER guarantees the quality of the provided Product subject to compliance with the principles and recommendations regarding transportation, storage, assembly, care and exploitation of wood floors, contained in:

- Installation Guide and Solid Floor Maintenance Guide, also available on the seller / manufacturer's site;
- Double Layer Floor Installation Guide, Double Layer Floor Maintenance Guide, Folding Installation and Maintenance Guide founded in each double-layer floor package, also available on the seller / manufacturer's site;

3.2. The BUYER benefits from the Product warranty if he / she presents a copy of the Commercial Contract and a copy of the Warranty Certificate, filled in correctly, signed and stamped by the SELLER.

3.3. The BUYER benefits from Product warranty if the installation is done with certified professional installers who have the appropriate knowledge and tools.

3.4. Biological durability is guaranteed only with proven, special protection, done before installation.

### **4. WARRANTY limits.**

4.1. Wood is a natural biological material with large variations of gloss, color, texture, multiple and uneven features (apparent, hidden, healthy knots, rotten, lump, clogged bark, twisted fiber, cracked fibers, medallions, etc.). Quality grades contain descriptions of accepted average peculiarities and do not impose their repeatability on each board. There is a risk that the sold Product will not resemble the images in the photographs and the advertising samples, but the average value of the peculiarities will be within the limit accepted by the quality grade. Claims regarding these differences are not accepted by this warranty.

4.2. The warranty is not granted for:

- 4.2.1. Changes in the oil layer or top layer of the product Double-layer parquet, caused by the floor wear due to natural exploitation.
- 4.2.2. Physical destruction by tearing, breaking or scratching caused by inadequate cleaning, maintenance or use, incompatible with the installation and maintenance instructions for engineered oiled flooring and solid parquet flooring.
- 4.2.3. Improper installation or misuse, incompatible with the installation and maintenance instructions for the double-layered parquet flooring and solid flooring.
- 4.2.4. Inadequate floor heating system, incompatible with installation and maintenance instructions for double-layer parquet.
- 4.2.5. Small debris in the cavities of the bridges on the brushed parquet, which is the feature of this type of finish of the top layer of the Product,
- 4.2.6. Product defects that have been installed despite apparent visibility prior to installation, both on double-layered parquet flooring and on solid flooring.
- 4.2.7. The noise that wooden floors make sometimes: Cracking, results from the natural properties of wood,
- 4.2.8. Modify or repair the Product on your own responsibility, unless these works have been agreed in writing with the GARANT.
- 4.2.9. Mechanical damage occurring during transportation, except for those on behalf of GUARANTOR.
- 4.2.10. Damage caused by wet work in the storage environment before installation.
- 4.2.11. Damage caused by biological attack 1 year after purchase of the Product.

## 5. THE CLAIM.

5.1. The BUYER makes the written claim or sends it by mail, courier or e-mail within a maximum of one month from the occurrence of the defects, containing detailed information on the Defective Product: quantity (number of boards) and type of defects encountered.

5.2. The claim will be accompanied by a copy of the Sale Contract and a copy of the Warranty Certificate.

5.3. The documents mentioned in point 5.2 must be attached to the claim. (scanned or copied) and images with the defects claimed.

5.4. The complaint is addressed to the SELLER from which the Product was purchased, which will register the complaint and notify the GUARANTOR within maximum 5 work days.

## 6. CLAIM RESOLUTION PLAN.

6.1. GUARANTOR requests the claim validation by inspecting the subject matter of the claim, if necessary.

6.2. The claim shall be resolved within 2 weeks from the date of the notification / inspection.

6.3. The way of resolving the claim is communicated by GARANT in writing or by e-mail.

6.4. If the GUARANTOR finds that the conditions for acceptance of the warranty are met, the claim shall be settled by one of the following solutions:

6.4.1. GUARANTOR replaces defective Product with a conformable one at no additional cost;

6.4.2. GUARANTOR pays financial compensation for repairs / replacement of defective items within 1 year of delivery, which, for natural reasons, were not reported prior to installation.

6.4.3. GUARANTOR extends the warranty period of the Product originally delivered, with the number of calendar days equal to the duration of the settlement of the claim.

6.5. All actions for resolving a claim are recorded in the claim tracking sheet:

Nr.	Date	Name (notification, inspection, solution, intervention)	Person (guarantor, seller, buyer)
