

Amorim Revestimentos, S.A., the distributor of Wicanders Parquet products, warrants that each of said products meets the orderly structure of the layers of this engineered wood flooring according to EN 13489:2002. This Warranty is limited by the terms and conditions stated in this Warranty is limited by the terms and conditions stated in this WICANDERS Parquet Warranty.

1. WARRANTY

The warranty applies to all Wicanders Parquet products bought and installed from 1 January 2010.

The warranty covers the orderly structure of the layers of the Wicanders Parquet products based on material or manufacturing defects and which occur within 25 years from the date of purchase ("warranty period").

Visual defects or other open defects must be reported prior to installation!

IMPORTANT: The Wicanders Parquet Warranty:

a) is valid only if the Wicanders installation and maintenance instructions are respected. The installation and maintenance manuals are provided as a part of the packaging material. They are available at your supplier and on the website www.wicanders.com.

b) is valid only as long as only recommended auxiliary products (adhesives, maintenance & cleaning products, etc.) were used and the instructions given by the corresponding manufacturer of such auxiliary products were respected. For further information please contact the after sales service of Amorim Revestimentos, S.A., or the website www.wicanders.com.

c) applies exclusively upon use of the product in normally utilised interior residential areas, except for wet and moist rooms.

In case of any doubts contact us at: marketing.ar@amorim.com.

2. SERVICES UNDER THIS WARRANTY

If a defect according to this warranty appears upon installation, Amorim Revestimentos, S.A., on acceptance of the warranty claim, will choose at its sole discretion to: (a) carry out works to repair defective areas, or (b) supply replacement material (with the same product or, if it is no longer available, Amorim Revestimentos, SA will replace it by another product of equal value from the current product range) free of charge, or even (c) repay the purchase material price to the customer.

Replacement material must be picked up by the customer at the point of sale according to the original invoice referring to the claimed wood flooring free of charge; further claims such as reimbursement of costs for installation, dismantling or incidental damages not referring to the delivery item itself are excluded.

The warranty period for repaired or replaced Wicanders Parquet shall be the remainder of the original floor warranty period.



3. EXCLUSIONS

This Wicanders Parquet Warranty **shall not apply** in any of the following cases:

- 3.1. **Installation not made according to procedures** provided in Wicanders Parquet installation and maintenance instructions.
- 3.2. **Improper use and traffic conditions:** This warranty applies exclusively upon use of the product in normal interior residential applications.
- 3.3. **Installation in wet areas or outdoor:** This warranty is not valid for flooring that has been installed in any damp or wet areas such as bathrooms, saunas or outdoor installations, etc.
- 3.4. **Improper maintenance and use of unapproved auxiliary products.** Please consult in case of any doubt your supplier or the website www.wicanders.com for Wicanders Parquet installation and maintenance instructions.
- 3.5. **Unapproved modifications or repairs** not specifically recommended in the Wicanders Parquet installation and maintenance instructions and not specifically authorized by the manufacturer.
- 3.6. **Extreme environmental/climatic conditions**, meaning exposure to extreme heat, moisture or dryness. A normal and healthy room climate of approx. 20°C and 40-60% relative humidity shall be kept at all times.
- 3.7. **Cracks or de-lamination due to improper use of floor heating systems:** Particular attention is needed and the terms stipulated in the Wicanders Parquet installation manual must be carefully observed.
- 3.8. **Accidents, abuse, misuse, force majeure**, insect infestation, damage from heavy furniture or equipment used without sufficient protection, impact damage, scars from sharp or pointed objects, cuts, tears, scuffs, scratches, misuse, negligence, burns, water, erosion, spiked heel shoes, pet claws, pebbles, sand or other abrasives.
- 3.9. **Difference in shade or color.** Wicanders Parquet products are based on natural materials. Therefore, Amorim Revestimentos, S.A. does not warrant any difference in shade or color: 1) between samples/photographs and the installed flooring, 2) from batch to batch, 3) due to exposure to sunlight or other lights, 4) resulting from replacement of a portion of your floor, 5) resulting from the different age and history of the same product reference/batch, or 6) resulting from fungi or discoloration caused by high humidity.
- 3.10. **Detectable defects:** defects verifiable prior to installation.
- 3.11. **Wear and tear:** resulting of the normal use of the floor.

4. LIMITATIONS

Under this warranty, Amorim Revestimentos, S.A. assumes no liability for damages arising from the purchase, use, or inability to use this product, or from any special, indirect, incidental, or consequential damages. By this, we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring, incurred or suffered by or occasioned to the end user/purchaser of a defective product, or to any third party.

This warranty gives you specific rights but **does not affect any legal rights of any end user/purchaser** and, therefore, you may also have other rights, which vary from Country to Country or State to State. Some countries do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so some of the above limitations or exclusions may not apply to you.

This warranty is not applicable in the USA and Canada.

5. IF YOU HAVE A PROBLEM

In the unlikely case that you detect a problem with your flooring product, please take the following steps:

5.1. Provide your supplier with written notice of the problem, proof of the purchase date, type and grade of the defective products and amount of flooring involved. Please document your communication and keep the information on file until your problem is resolved.

5.2. If you are not satisfied with your supplier recommendation, an authorized representative must inspect and verify the defect. Amorim Revestimentos, S.A. **reserves the right to inspect the damage or defects on site and remove samples for analysis**, on an agreed inspection date, in order to verify compliance with this Warranty terms and conditions. If such defect are verified and confirmed by an authorized representative, we will proceed as described in point 2.

5.3. If your supplier is unable to solve the problem, contact our head office:

Amorim Revestimentos, S.A., Rua do Ribeirinho 202, 4536-907 S. Paio de Oleiros/Portugal



AMORIM

Excellence in flooring



WICANDERS®