

WARRANTY CONDITIONS FOR MULTI-LAYER PARQUET PRODUCED BY KARELIA UPOFLOOR OY

We are very proud of our products, which have a factory surface treatment and a wearing layer which can be resanded several times. Together with a complete care and maintenance programme, which allows Karelia-Upofloor Oy to offer a wear warranty of 10 years for our multi-layer products with traditional T&G or our Profiloc 2G and 20 years for our multi-layers parquet products with Profiloc 5G.

This warranty is an improvement on the rights enjoyed by the customer in accordance with current national consumer legislation and without prejudice to statutory implied conditions and warranties.

1. The warranty applies to multi-layer wooden flooring (three layers or more) in original packaging bought in a country within the European Union, Norway, Switzerland, Iceland or Turkey 20150101 or later. The guarantee applies to floors installed in homes and on condition that laying, care and maintenance instructions for the floor have been adhered to throughout the warranty period.

2. The warranty covers wearing through the wearing layer of the multi layer boards where the damage exceed an area of 10*10 mm. The wearing layer is formed by the surface treatment and the entire layer of hardwood.

3. The warranty does not apply in the case of lack of or insufficient maintenance, spot wear, scratches, negligent use, use contrary to our laying, care and maintenance instructions, other neglect, damage or special circumstances which can be attributed to the end user.

Instructions with regards to laying, care and maintenance are enclosed with the product when it is delivered or available on our web page. If the instructions are lost, a new copy can be obtained directly from Karelia-Upofloor Oy or the nearest dealer.

4. The warranty is valid for ten (10) years for our multi-layer products with traditional T&G or our Profiloc 2G and twenty (20) years for our multi-layers parquet products with Profiloc 5G joint system, from the date of purchase.

5. Karelia-Upofloor Oy will remedy faults for which it is responsible as specified above free of charge by repairing the fault or supplying a new product at its own discretion. If the product sold cannot be manufactured any longer or is no longer in stock, Karelia-Upofloor Oy reserves the right to supply another similar product.

The warranty does not cover any costs arising as a result of interference with anything other than the product in connection with dismantling or installation of the product or other costs or damage which arise in connection with appearance of the fault.

Karelia-Upofloor Oy is not responsible for any damage occurring either directly or indirectly, or consequential losses arising from faults which are covered by the warranty. In no event shall Karelia-Upofloor Oy liability under this warranty for any claim exceed the price paid by the customer for the product.

Nothing in this Section 5 shall be regarded as in any way limiting or excluding any liability Karelia-Upofloor Oy may have to the customer under any relevant statutory regulations concerning product liability.

6. Complaints in respect of faults which are covered by the warranty must be sent in writing to a Karelia-Upofloor Oy dealer without delay, within 30 days from the time the fault is first noticed. If a complaint is not made in time, Karelia-Upofloor Oy warranty obligation lapses. The complaint should be accompanied by proof of purchase and a photograph of the damage.