

Parqwood warranty conditions

20 YEARS RESIDENTIAL USE - 10 YEARS COMMERCIAL USE

version 03/2024

General conditions

This limited warranty is granted by BerryAlloc NV, having its registered office at Industrielaan 100, 8930 Menen, subscribed in the register of legal entities of Gent, Belgium (division Kortrijk) under business registration number 0463.120.461.

The guarantee takes effect from the date shown on the original invoice or proof of purchase, completed by the inspection number printed at the back of the boards. 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 which refers to french DTU, or to its equals text in other countries. The maintenance for the parqwood must be completed with the appropriate products, with respect for all the basic recommendations mentioned in the manual and warranty conditions. The residential and commercial warranty is applicable for purposes according to the defined usage classification. For specific commercial applications where additional tests and certifications might apply, the commercial warranty is not valid. Any of these specific commercial applications need to be reviewed on a case-by-case basis by our quality department.

What does the warranty cover?

The guarantee covers any deformation or alteration of the parqwood 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 parqwood has been used in the conditions it has been designed for. A fitted product is considered as accepted and no claim can be issued afterwards. Products must be stored and/or fitted in the respect of our installation instructions and of the current technical rules of installation (DTU for France).

The warranty is only applicable to the first installation by the original customer. The limited warranty is not transferrable. The original customer is the customer mentioned on the purchase document as the buyer.

Exclusions and limitation to the warranty

- If faults were apparent but were not pointed out before or during installation, and once installed, the wooden floor cannot be the object of any claim.
- If the products were stored and/or installed without respect to our advice for installation prescribed in our documents.
- If some voluntary deterioration is involved, or results from negligence, product misuse, some fault in maintenance, or results from accidental causes, or from any fortuitous case or case of an act of God (such as Cracks, blows, and cuts caused by failing, dropping, cutting, or grinding objects.) and also scratches and finish damages caused by sand, grit or lack of precaution according to our maintenance instructions, or other abrasive materials regardless of whether these are caused by a contractor, service company, or the end user. Normal

wear and tear of the parqwood surface.

- In case of non normal use such as the ones caused by heel switches, inadapted protection of the furniture's foot, animal's scratch, stains etc.
- In case of visual damages such as joints, color changes from light exposure, or the deformation of individual planks due to seasonal or room climate conditions which are inherent characteristics of natural wood products.
- When fitted in a room with direct access outside without providing adapted rugs in order to get ride of stones or any other abrasive substance.
- When installed in any room where water is used (bathroom, etc).
- If faults occurred to corrosive substance or animal's urinate.
- If the faults encountered are linked to any disregard of the climatic conditions, and if they would not have occurred if the air hygrometrics (40 to 65%) had been regulated by using a humidifier or a dehumidifier, and using appropriate ventilation.
- When fitted on floor heating high temperature, older than 1990.
- In case of floated fitting on floor heating low temperature (must be completely glued)
- In a 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.

What to do in case of an unlikely defect

- If any fault is detected, you must immediately contact your supplier/vendor, and send him the original invoice completed by the inspection number printed at the back of the boards. We reserve the right to visit and inspect the claimed wooden floor in the installation site.
- Any other costs than the ones of the pack itself cannot be taken into account (transport cost etc...)
- If your claim is justified, we will replace the defective product through your supplier/vendor (An exchange involves supplying a length in metres equivalent to the defective part).

In case of removal

Only the floor covering will be taken care of. Any damage will not be the direct or indirect responsibility of BerryAlloc. This guarantee is strictly personal, and cannot be transferred. The refund value will be based on the purchase price minus a reduction for depreciation per year calculated from the date of acquisition.

Warranty table reduction

Year	0-2	2-4	4-5	6-7	7-10	11-15	16-20
Residential warranty 20 y	100%	100%	100%	75%	75%	50%	25%
Commercial warranty 10 y	100%	75%	50%	50%	25%		