



Warranty Conditions for Solid Hardwood Floors

The Solid hardwood flooring Solid Sold by WFI is made according to the principles of the company's quality policy it undergoes repeated and rigorous inspection in terms of aesthetics, functionality and durability.

Careful selection of wood and other materials, which come exclusively from verified, renowned sources, licensed high – precision joints as well as the highest standards of production quality give WFI engineered hardwood floors exceptional aesthetics value, make them quick and easy to install, and ready to serve you for many years.

Wishing to install WFI hardwood flooring correctly, which will guarantee full satisfaction to the user, you should thoroughly familiarize yourself with the Manufacturer's Floor Installation and Care Instructions, as well as cheque each element of the floor you have bought before you begin installing it.

I Object and Scope of the Guarantee: - WFI provides the product guarantee based on the following principles:-

1) General Conditions :-

- 1.1 The guarantee period is life time, and begins on the product's date of sale to the first user by a dealer, the Authorized Representative of WFI or by the Manufacturer, however in either case the guarantee period begins no later than within 1 year after the sale of the product by the Manufacturer.
- 1.2 The territorial reach of the guarantee includes only the state, where the Manufacturer's registered office is located, or state in which the Buyer has made his purchase from an Authorized Representative of WFI – on the condition that the Buyer installed the floor in a residential room in the state, where he has purchased the product.
- 1.3 The conditions of the guarantee are available in electronic form on the website :- www.woodfloorsindia.com

2) Scope of Guarantee :-

- 2.1 This guarantee covers hardwood floorboards, constituting floor elements.
- 2.2 The guarantee is issued only on the condition that the floor is installed in indoors.
- 2.3 The Manufacturer's responsibility, based on the guarantee issued, includes only faults inherent in the product sold.
- 2.4 This guarantee covers the workmanship quality (dimensions, fitting) of hardwood floor boards constituting floor elements.

The guarantee additionally covers:

- a) Life Time Structural durability of individual floorboards installed in a floating system or nailed down to the plywood subfloor in accordance with the Installation Instructions;
- b) Structural durability of individual floorboards installed on a floor heating system on the condition, that this installation was carried out in accordance with the installation instructions, and the type of wood,



which the floor is made of, is considered by the Manufacturer to belong to the group of floors suitable for such an installation. The manufacturer explicitly excludes the possibility of installing floors made from the following types of wood on floor heating systems: beech, maple, jatoba, badi or tali

2.5 The guarantee covers floorboards laid and used in accordance with the manufacturer's Floor installation and Care Instructions.

2.6 Manufacturer's Floor Installation and Care Instructions are placed in the product's packaging, and are also available on the web site www.woodfloorsindia.com

3) Areas excluded from the guarantee

3.1 The manufacturer's Guarantee shall not cover:-

- a) Faults resulting from installation, maintenance or use of the product in a way inconsistent with the Manufacturer's Floor Installation and Care Instructions or generally recognized principles of construction;
- b) Normal product wear and tear, including wear and tear of a varnished, oiled or sustained surface, both due to damage or natural wearing;
- c) Loss of structural or any fault caused by installation, against the Manufacturer's recommendations, on a floor heating system, of floor boards made from the following types of wood: beech, maple, jatoba, badi, or tali;
- d) Faults resulting from transporting or storing the product incorrectly or in inappropriate conditions;
- e) Installation of floorboards with obvious faults; boards with obvious faults should be returned to the dealer for exchange before installation;
- f) Damage and deformations that result from keeping the room, where the product has been installed, at a different temperature or humidity level than that specified in the Manufacturer's Floor installation and Care Instruction;
- g) Damage to the floorboards (also scratches) brought about by the action of external agents, including mechanical damage (e.g. caused by hard or sharp objects, animal claws, sliding objects across the floor without protective felt pads) or their normal wear and tear;
- h) Change of the wood's colour with time, resulting from exposure to light or natural ageing of the wood material;
- i) Change of the wood's colour caused by care and maintenance inconsistent with the Care Instructions;
- j) Changes in the floorboard's appearance resulting from crystallization of mineral salts in the case of wood types sourced from outside of Europe;
- k) Visual difference between the colour, growth rings, number or size of knots, or the grain of the product sample presented at the sales point or in photographs on the website, in catalogues or other marketing materials or in another way by the Manufacturer and the colour, growth rings, number or size of knots and the grains of the product purchased by the Buyer;



- l) Floorboards that are modified in any way, with the exception of modification permitted in the Installation Instructions;
 - m) Floorboards re – installed in a new place;
 - n) Floorboards dried out as a result of faulty operation of the heating system;
 - o) Damage or change in physical characteristics of the Floorboards caused by moisture contained in the subfloor or in walls, flooding of the room, damage to water or sanitary systems or other such events that result in moisture penetrating the floor ;
 - p) Faults and damage arising from any kind of adaptation or structural changes of the floorboards;
 - q) Natural Colour or structural variations, which may occur within a given type, sort or production lot.
- 3.2. Violation of any of the principles indicated in the Manufacturer’s Floor Installation and Care Instructions voids this guarantee.
- 4 Costs associated with the exchange or reinstallation of the floor in the guarantee period

In case when the Manufacturer is obliged or chooses to replace or reinstall the boards under the guarantee, it is under no obligation to cover the costs of the following: disassembly and / or reinstallation of a faulty floor, surface renewal, refinishing of ex – changed and / or adjacent floor.

The Manufacturer is under no obligation to repair or replace any of the subfloor materials, adhesives or any other substances or materials used in the process of removal, reinstallation or refining.

II Handling of Complaints

5. Reporting Complaints

- 5.1. Complaints are investigated only by [www. Woodfloorsindia.com](http://www.woodfloorsindia.com) , with its registered office in Plot No. 213, Udyog Vihar Phase – 6, Sector, 37, Near HSIIDC, Gurgaon, 122004 Haryana
- 5.2 If faults are confirmed in the floorboard covered by this guarantee, in order to exercise your guarantee rights you should report the complaint in writing to the Dealer where you have bought the floorboard, or – if this is impossible – directly to the Manufacturer. The report must be made by the absolute deadline of 15 days of the day of fault is revealed. Reports shall be made on a complaint notice, available at the Dealer. If this is impossible to make the report on complaint notice, it shall be submitted in writing together with a copy of the proof of purchase.

6. Investigating the Complaint

- 6.1. Complaint reports during the guarantee period are investigated only on condition, that the product is returned or presented along with the proof of purchase.
- 6.2 The Manufacturer shall be obliged to respond to a correctly made and complete complaint report within 1 month of the day the complaint was reported.



- 6.3. To verify if guarantee claims are justified, the floor and the conditions in which it is used may be inspected at the place of installation at a time mutually agreed by the parties. The Manufacturer shall be entitled to demand from the Buyer additional information on the faults, if this is necessary for evaluating if the reported complaint is justified. In the case of oiled floors, the Manufacturer shall be entitled to demand that the Buyer presents copies of the bills for cleaning agents purchased within the last 12 months. Unwarranted refusal to enable the inspection of the floor or the conditions in which it is used, or the unwarranted refusal to present additional information concerning the fault, if it is necessary for evaluating whether the reported complaint is justified, shall result in the complaint claim being rejected..
- 6.4 When a complaint claim has been accepted:
- a) If a fundamental fault has been confirmed, which makes normal, correct use of the floor impossible – the Manufacturer shall exchange the faulty product for one without faults;
 - b) If a faulty floorboard has not been installed but put aside due to the discovery of a fault – the Manufacturer shall exchange the board for one without faults free of charge;
 - c) In other cases – the Manufacturer shall remove the reported faults free of charge, provided that the fault can be remedied, or shall lower the price if the fault cannot be remedied or if the remedy would entail excessive cost.
- 6.5. Non – essential repairs (e.g. so called filling in the cavities from knots’) and renewals performed by the Manufacturer shall not extend the guarantee period.
- 6.6. The Manufacturer decides about the method of handling of the complaints. The Manufacturer, by agency of the Dealer from whom the floor has been purchased, or if this is impossible – directly, notifies the Buyer electronically, in writing or by telephone of the method for handling of the complaint.
- 6.7. All faulty products that have been exchanged under this guarantee become the property of the manufacturer.



Distributor's Seal

Signature of authorized person

Date of Purchase

Main HQ

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