



## Engineered Wood Flooring Warranty

### *WARRANTY Of 15, OR 25 YEARS*

Our hardwood floorings are guaranteed 15 years (2,5 mm facing thickness) or 30 years, for all product thicker than this.

The guarantee takes effect from the date shown on the original invoice.

Installation must be completed with respect to all the conditions required in the installation guide.

### *GUARANTEE CONDITIONS*

Products must be stored and/or fitted in the respect of our installation guide.

#### **The guarantee does not apply:**

- If faults were apparent but were not pointed out before or during installation, and once installed the parquet cannot be the object of any claim.
- If it results from negligence, some fault in maintenance, from accidental causes, or an act of God.
- In the event of non normal use such as damage caused by heel switches, inadapted protection of the furniture's foot, animal scratches etc.
- When fitted in a room with direct access outside without providing adapted rugs in order to get rid of stones or any other abrasive substance.
- When installed in any room where water is used (bathroom, kitchen, etc).
- If faults occur due to exposure to a corrosive substance, such as animal urine.
- If the faults encountered are linked to climatic conditions, and would not have occurred if the air hygrometrics (40 to 65%) had been regulated using a humidifier or a dehumidifier and using appropriate ventilation.
- When fitted on underfloor heating that is older than 1990.
- When fitting a floating floor on a low temperature floor (must be completely glued!)
- Where you have carried out repairs or had the products repaired by a third party without agreement from supplier/vendor.

The guarantee covers any deformation or alteration of the parquet 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 hardwood floor 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.

### ***WARRANTY FOR COMMERCIAL USE***

This should be pre-approved by Kite Flooring according to the type of product and the type of use.



***IN CASE OF A CLAIM***

If any fault is detected, you must immediately contact Kite on [info@kite-flooring.com](mailto:info@kite-flooring.com) and send them the original invoice.

We reserve the right to visit and inspect the flooring at the installation site. Any other costs other 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 according to the following rules:

In the case of removal of the goods and installation, a separate invoice must be presented.

This guarantee is strictly personal, and cannot be transferred.

The depreciation of the floor will be proportional to the number of years of use reported in the warranty period.

The refund value will be based on the purchase price minus a discount for depreciation per year calculated from the date of acquisition.

An exchange involves supplying a length in metres equivalent to the defective part, and does not involve a financial reimbursement under any circumstances.