

# RESIDENTIAL WARRANTY



 VOLUNTA  
parquet

2015

# Residential Warranty Conditions

The following warranty conditions are binding to grand you Volunta flooring warranty:

## I. Warranty covers

Parquet Trade's residential warranty applies only to parquet floors installed in a room intended solely for residential purposes. Parquet Trade warrants that its' manufactured parquet boards are free of manufacturing errors or material defects. No warranty is provided for damage due to abuse, misuse, accidents, insect infestation or force majeure, and damage arising from other circumstances not common in residential applications. Further, this warranty does not extend to purely visual impairments such as dents, gaps, colour variations due to light, deformations of flooring boards caused by seasonal or climatic conditions, or wear of the surface finish. Damage arising from improper installation, care, cleaning or maintenance of the surface finish, mechanical or chemical damage or damage due to the influence of moisture are also excluded from the coverage under this warranty.

## II. Warranty period

The warranty period for the parquet products is 15 years for two- and three-layer parquet boards after the appropriate date of purchase. The original, dated purchase invoice must be presented. The residential warranty may only be invoked if all the following conditions are met.

## III. Warranty conditions

Parquet Trade's residential warranty applies only to defects identified to the supplied products. Parquet Trade term covers the material and production defects recognised by the manufacturer, including delaminating of the top layer. The flooring must have been fitted in accordance with installation instruction in the residential areas of use. In particular the instructions relating to checking moisture in the substrate and the instructions for installation over underfloor heating must be observed. It must be possible to provide proof that the installation and maintenance instructions were followed as recommended by the manufacturer. Installation instructions must be requested from the manufacturer or the distributor/ retailer, or they can be viewed on [www.volutaparket.eu](http://www.volutaparket.eu).

The damage to the product must be clear. Damage caused by erroneous or improper use, such as damage of a mechanical nature such as indentations caused by severe knocks or falling objects, scratches – caused by dragging furniture or high hills shoes, for example – are not covered by the residential warranty. The legs of furniture must always be fitted with the appropriate protectors. Furniture on wheels must be fitted with soft wheels, or an appropriate protective carpet laid or protective cups placed under such furniture.

The material must be carefully checked for visible defects and during installation. Products with visible defects must under no circumstances be installed.

The floor must not be installed in damp and/or humid rooms, in extremely dry rooms or in rooms with extremely high temperatures (such as saunas).

Any fluid split on the floor must always be removed as quickly as possible. Damage caused by flooding or leakages, or cleaning with excessive amounts of water and/or the wrong cleaning materials is always excluded from the warranty.

Similarly, the flooring must be cared for and cleaned according to the maintenance, renovation and reparation instructions and they can be viewed on [www.volutaparket.eu](http://www.volutaparket.eu). It should also be noted that the surface coating is a protective coating for the wear layer of wood and is subject to normal wear. Therefore the warranty does not cover wearing down of this coating. When signs of wear appear, a specialist company must be engaged to expertly renew the surface in good time and to the extent necessary. Therefore the warranty does not cover damage resulting from incorrect installation, incorrect care or cleaning or a failure to expertly renew the surface coating in good time.

#### IV. Reporting a warranty claim

Any complaint must be made in writing, enclosing the original invoice, which serves as a certificate of warranty. If it is not possible to present the original invoice, any claim under the warranty is excluded. Following receipt of the claim, Parket Trade must notify the customer within four weeks of whether a warranty claim has been acknowledged. If no notification is given within this period, the warranty claim is deemed to have been rejected. During this period, Parket Trade or a third party employed by them must be granted access to the flooring which is the subject of the complaint on site in order to investigate whether the claim is justified.

#### V. Scope of the warranty

When a warranty claim is acknowledged, Parket Trade will repair the defective floor element or alternatively provide replacement material of the same value – if at all possible from the same range – for the entire contiguous area in which the problem has occurred.

#### VI. Limitation of warranty

The warranty period is not extended by a warranty claim. Claims under the warranty expire six months from the date of Parket Trade's receipt of the customer's written complaint (see IV.), but no earlier than the expiry of the warranty period.

#### **For more information contact:**

##### **PARKET TRADE UAB**

J.Basanavičiaus str.168,  
LT-76123, Šiauliai Lietuva



**PARKET TRADE UAB**

J.Basanavičiaus str. 168  
LT-76123, Šiauliai Lietuva  
Tel. +370 41 544204

**[info@voluntaparket.eu](mailto:info@voluntaparket.eu)**  
**[www.voluntaparket.eu](http://www.voluntaparket.eu)**