



## **WARRANTY**

LATIFOGLIA srl provides its customers 2 Year-Guarantee for its 2 and 3 layers engineered parquets provided that the Instructions are followed and our floors are installed according to Foglie D'Oro guidelines, see annex "Laying instructions" using approved application products. See Non Coverage conditions of the Guarantee below for other exclusions and limitations of this warranty.

### **1) WARRANTY TERMS AND CONDITIONS**

- 1.1. Complaints are examined by the manufacturer: LATIFOGLIA Srl, Via Pigna, 34 – 36027 Rosà (VI).
- 1.2. Complaints should be filed in writing with the floor retailer.
- 1.3. Attach the proof of purchase of the floor. Complaints without the aforementioned document will not be taken into account.
- 1.4. The company examining complaints (or its representative) reserves the right to check the floor in the place of installation and the conditions of its use in order to determine justified reasons of the complaint.
- 1.5. The manufacturer decides about the method of complaint processing.
- 1.7. The territorial range of the warranty includes only the territory of the country in which the client made his/her purchase, in accordance with the head office indicated as the office of the floor dealer.
- 1.8. The warranty period is 2 years from the date of floor purchase by the client.
- 1.9. The buyer waives the right to rely in any venue, any claims for damage to persons or things and for any economic damage due to defects of product.

### **2) VISUAL APPEARANCE WARRANTY**

Each plank of Foglie d'Oro residential flooring is carefully inspected by our quality control personnel prior to leaving our factory to ensure they are defect free. We urge you and your installer to inspect each plank prior to installation. In the unlikely event that encounter a visually-defective plank prior to its installation, we will replace it free of charge. This warranty does not extend to cover flooring after installation. See Non Coverage conditions of the Guarantee below for other exclusions and limitations of this warranty.

### **3) STRUCTURAL GUARANTEE**

All of our hardwood flooring is processed using a sophisticated bonding system with each plank constructed under intense pressure to ensure quality. In the unlikely event that the bonding or other structural aspect of a plank fails within the first year following installation, we will, at our option, either repair or replace the defective plank free of charge. If failure occurs more than one year after installation, we will replace the defective plank, exclusive of

the costs of removal, reinstallation or refinishing. See Non Coverage conditions of the Guarantee below for other exclusions and limitations of this warranty

#### 4) MOISTURE PROTECTION GUARANTEE

Our floors are specifically designed to withstand the effects of normal moisture and dryness. If installed and maintained in strict accordance with our instructions, we guarantee our floors against damage caused by normal moisture and arid conditions. Should our flooring fail under normal moisture conditions, we will, at our option, repair or replace the damaged flooring one time, exclusive of the costs of refinishing.

#### 5) SCOPE OF THE GUARANTEE

- 5.1. This guarantee is issued in accordance with and is subject to Italian law.
- 5.2. The guarantee period is 2 years starting from the date of sale to the final customer by a dealer, however not later than one year after the sale of the product by the manufacturer.
- 5.3. This guarantee covers 2 and 3 layer engineered hardwood floor boards, constituting elements.
- 5.4. This guarantee does not cover floating installation parquets from 20 to 22 mm thicknesses.
- 5.5. The manufacturer's responsibility based on this guarantee, covers only faults inherent in the product sold.
- 5.6. This guarantee covers specifically:
  - 1.5.1 Structural durability of the floorboards installed in a floating system or glued down to the subfloor in accordance with the installation instructions.
  - 1.5.2 The workmanship quality (dimensions, fitting) of the 2 and 3 layer engineered hardwood boards in accordance with CE parameters.

#### NON- COVERAGE CONDITIONS OF THE GUARANTEE

The manufacturer's guarantee shall not cover ;

- **Normal Environmental Conditions.** Our products are warranted to perform in what we consider to be normal applications. Any exposure to excessive heat or moisture may cause damage to the flooring and is not covered by this warranty regardless of the cause or source.
- **Wear and damages** to the floorboards occurred by the impact of external agents like mechanical damages and human traffic. As well as misuse, abuse, accident and no limit to, stains, worn or narrow-heeled shoes, furniture or equipment movement, damage caused by heavy items or by impact, scratches or scarring caused by pets, or abrasive, sharp pr pointed items, moisture damage caused by wet mopping, spills or standing water.
- **Damage and deformation** resulting from water flood, low and high humidity (range between 40 and 60%) and extreme temperatures.

- **Reinstallation.** In the event that Foglie d'Oro elects to replace or reinstall warranted planks, shall in no manner be obligated to provide for or incur the costs of moving or removing fixtures or other objects affixed to the flooring, nor shall it be obligated to provide for or incur the costs of removing or re-installing the defective flooring, except, and to the extent expressly provided in the Warranty description, above. No obligation to replace or repair shall extend to any subfloor materials, adhesives, supplies or other items consumed in the course of removal, installation or refinishing.
- **Change of the wood color** with time, resulting from exposure to light and natural ageing of the wood material. Wood is a natural and living product and variations in color, grain pattern and/or texture normally occur in the original materials and are not defects and no warranty shall apply thereto. Installed flooring will change in coloration over time and this is also a natural characteristic light or partial exposure may cause variations in color or affect the uniformity of the natural coloration changes and this is not covered by any warranty.
- **Reasonable shrinkage and expansion** of the floorboards in relation with the humidity changes.

## LATIFOGLIA SRL