

# HARO TRITTY 100 / HARO TRITTY 250 Laminate Floor

## Manufacturer's warranty for commercial applications

Warranty (as per August 1st, 2013):

- In accordance with the levels of use specified by EN 13329 (European Standard for Laminate Flooring) and as from the purchase date, as the manufacturer, Hamberger Flooring GmbH & Co. KG warrants the abrasion resistance, stain resistance and light fastness of the decorative surface layer of the TRITTY 100 series for 5 years and the TRITTY 250 series for 10 years, on the basis of proper use in commercial applications and provided that the following provisions, which state the agreed intended purpose, are complied with.
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- This warranty does not act to limit any statutory rights of the consumer.
- No warranty is provided for damage due to abuse, misuse, accidents or force majeure, and damage arising from other circumstances not common in commercial applications. Further, this warranty does not extend to purely visual impairments such as dents, gaps or deformations of floor boards caused by seasonal or climatic conditions. Damage arising from improper installation, care, cleaning, mechanical or chemical damage or damage due to the influence of moisture are also excluded from coverage under this warranty.
- The warranty on abrasion resistance only applies to surfaces on which the decorative layer has worn through completely, exposing the substrate in a surface area of at least 10 cm<sup>2</sup> (1.55 sq.in.). No warranty is accepted for wear at the edge areas of the floor boards. Any changes in the level of shine do not count as laminate flooring surface wear.
- No other warranties, expressed or implied, are provided other than those stated herein. Warranty coverage is subject to the Manufacturer's Warranty in the version effective at the time of purchase.

Scope:

- The Warranty extends to first choice products and to the sole use in normal industrial areas with the exception of wet areas such as bathrooms or the sauna.
- The warranty covers all above-named products which were purchased and installed after the 1st of August 2013. In the USA and Canada special warranty terms and conditions apply. This Manufacturer's Warranty is not applicable in those countries.

Warranty Terms and Conditions:

The assertion of warranty claims against Hamberger Flooring GmbH & Co. KG is subject to compliance with the following terms and conditions.

- Warranty registration:  
**A prerequisite for the warranty's validity is registration with your HARO dealer/point of purchase and sending this warranty in within 30 days of the purchase date (date, postmark). Non-registration will result in loss of your entitlement to manufacturer warranty claims.**
- Proper installation:  
Please read our laying instructions carefully from beginning to end before installing the floor and strictly follow their

directions. Laying instructions are included with every second original carton of HARO Laminate Floor and are also available on the Internet at [www.haro.com/](http://www.haro.com/). If the laying instructions are missing and/or incomplete, the warrantee is obliged to request the installation information from the dealer concerned or directly from Hamberger Flooring before starting to install the floor. In particular, please comply exactly with the notes on checking the subfloor for moisture and on laying the floor over underfloor heating. To ensure proper installation, it is recommended to use only original HARO installation accessories. Improper installation will invalidate this Manufacturer's Warranty!

- Proper care and cleaning:  
Important notes on optimum cleaning and care are included with every second original carton of HARO Laminate Floor and are also available on the Internet at [www.haro.com/service](http://www.haro.com/service). To ensure proper care, it is recommended to use only Clean & Green floor care products. This Manufacturer's Warranty will only apply if the HARO floor has been properly cleaned and cared for.

#### Services under this Warranty:

- This warranty is effective in addition to the statutory warranty of quality and all other rights the buyer is provided with by law, including the rights of the buyer with regard to the seller.
- If all HARO laminate floor boards have been inspected for any visible material defects prior to installation, defective floor boards will be replaced free of charge. Warranty claims cannot be accepted for defective floor boards that have been installed. This warranty does not extend to damage caused by third parties (e.g. transport damage).
- If a defect in accordance with this warranty has only become apparent after installation, Hamberger, at its option, reserves the right on acceptance of the warranty claim to carry out a detailed repair of the defective areas or to supply the HARO dealer/point of purchase concerned with replacement material free of charge.
- If the defective product is no longer available, Hamberger will provide replacement material of equal value from the current HARO Laminate Floor range.
- No warranty service shall in any event act to extend the warranty period. The commencement of negotiations between the manufacturer and the customer concerning the clarification of a product defect shall in no event be deemed an acknowledgement of a legal obligation. The buyer is not granted any further rights, claims or demands. In particular, the costs of removing and reinstalling the HARO Laminate Floor or single floor boards as well as other incidentals are excluded.
- Hamberger Flooring GmbH & Co. KG reserves the right to perform the warranty services step by step against return of the replaced material.

#### Handling of Warranty Claims:

- Any damage must be reported in writing within 30 days of occurrence to the HARO dealer/point of purchase. If the HARO dealer no longer exists, the damage can be reported in writing directly to Hamberger Flooring GmbH & Co. KG, Postfach 10 03 53, 83003 Rosenheim, Germany. Please fill in the service report form and enclose a photo of the damaged laminate floor surface and the original purchase invoice.
- Hamberger reserves the right to inspect the damage on site after agreement on a reasonable inspection date in order to verify compliance with the warranty terms and conditions.