

Living by HARO Laminate Floor

Manufacturer's warranty

Warranty (as per August 1st, 2013):

- Hamberger Flooring GmbH & Co. KG as the manufacturer warrants the abrasion resistance, stain resistance against common household chemicals and light fastness of the decorative surface layer (according to EN 13329) of the Special Edition NKL31 series for 10 years and the Living by HARO Laminate Floor NKL 32 for 15 years in accordance with the levels of use specified by EN 13329 (European Standard for Laminate Flooring, available at info@epflf.com) and as from the purchase date on the basis of use in residential applications and provided the below provisions are complied with.
- The warranty applies alongside the statutory guarantee. This warranty is therefore 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.
- 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 applies to grade-one products and exclusively to use in interior residential applications as per EN 13329 that are subject to normal traffic in compliance with the contract, excluding wet or damp areas such as bathrooms or saunas.
- 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.

- The warranty for wear only applies to surfaces on which the decorative layer has worn through completely, exposing the substrate in a surface area of at least 10 cm² (1.55 sq.in.) per incidence thereof. No warranty is accepted for wear or spalling at the edge areas of the floor boards. Any changes in the level of shine do not count as laminate flooring surface wear.
- No warranty is provided for damage due to abuse, misuse, accidents or force majeure, and damage arising from other circumstances not common in residential applications. Likewise no warranty is provided for purely visual impairments, such as for example dirty marks from furniture or dents. Mechanical or chemical damage and damage due to the influence of moisture are likewise excluded from coverage under this warranty.
- The Living by HARO laminate floor boards must be checked for any visible material defects prior to installation. Defective floor boards must not be installed.
- Climatic conditions:
The warranty requires a consistent indoor climate with 40 – 65 % air humidity at a room temperature of 20 °C. Deformations of floor boards caused by seasonal or climatic conditions are excluded from coverage under this warranty.
- Proper installation:
The floor must be laid according to the Living by HARO laying instructions. 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 Living by HARO Laminate Floor and are also available on the Internet at

www.haro-living.de/verlegung. If the laying instructions are missing and/or incomplete, the warrantee is obliged to request the installation information from the point of purchase 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:
The floor must be cared for as stated in Living by HARO floor care instructions. You will be given the care instructions at the point of purchase. If this is not the case, the warrantee is obliged to request the care instructions directly from Hamberger Flooring. Important notes on optimum cleaning and care are included with every second original carton of Living by HARO Laminate Floor and are also available on the Internet at www.haro-living.de/verlegung. To ensure proper care, it is recommended to use only Clean & Green floor care products. This Manufacturer's Warranty will only apply if the Living by HARO floor has been properly cleaned and cared for.
- Damage caused by third parties is not covered by the warranty (e.g. transport damage)

Services under this Warranty:

- Any defective floor boards that are rejected prior to laying the floor and not installed will be replaced free of charge and delivered to the installation site.
- 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 (i.e. exchange the defective boards) or to supply the Living by 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 Living by 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 Living by 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 Living by HARO dealer/point of purchase. If the Living by 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.
- Applicable law: The law of the Federal Republic of Germany alone shall apply for the warranty and its user interpretation unless specified otherwise in the warranty.