

LIVING BY HARO PARQUET

Manufacturer's warranty

Warranty (as per January 1st, 2017):

- Hamberger Flooring GmbH & Co. KG as the manufacturer of LIVING BY HARO PARQUET warrants the structure of the layers and the lamination of the top-layer strips of LIVING BY HARO PARQUET 4000 for 30 years and the structure of the layers and the lamination of the top-layer strips of LIVING BY HARO PARQUET 3500 and 3000 for 15 years, each for the intended use in residential applications and as from the purchase date, provided the provisions below are complied with.
- This warranty does not act to limit any statutory rights of the consumer.
- No warranty is provided for damage due to abuse, misuse, accidents, insect infestation or force majeure as well as 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 variances 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 is also excluded from coverage under this warranty.
- 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 with the exception of wet areas such as bathrooms or saunas.
- The warranty covers all above-named products that were purchased and installed after the 1st of January 2017. Special warranty terms and conditions apply in the USA and Canada. This Manufacturer's Warranty is not applicable in those countries.

Warranty Terms and Conditions:

The assertion of this warranty is subject to compliance with the following terms and conditions:

- **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 LIVING BY HARO PARQUET and are also available on the Internet at www.haro-living.de. 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 LIVING BY HARO installation accessories. **Improper installation will invalidate this Manufacturer's Warranty.**
- **Proper cleaning and care:**
Important notes on optimum cleaning and care are included with every second original carton of LIVING BY HARO PARQUET and are also available on the Internet at www.haro-living.de. To ensure proper care, it is recommended to use only original LIVING BY HARO floor care products and/or products from the clean & green care range.

This Manufacturer's Warranty will only apply if the LIVING BY HARO floor has been properly cleaned and cared for.

- **Proper maintenance of the surface finish:**

The surface finish is a protective coat that covers the top layer consisting of high-grade precious wood. It is subject to the usual wear and tear under use. Wear of the surface finish is therefore excluded from warranty coverage. If the surface finish shows signs of wear, it must be refinished wholly or in part in good time to ensure that it can fulfil its protective function again (sanding and refinishing of finished LIVING BY HARO PARQUET; regular aftertreatment (a fresh coat of oil) for example with original LIVING BY HARO floor care products and/or products from the clean & green care range for LIVING BY HARO Parquet with bioTec oil/wax finish and naturalin plus natural oil finish). Timely maintenance of the surface finish guarantees the long-term durability of LIVING BY HARO PARQUET. **Improper maintenance of the surface finish will invalidate this Manufacturer's Warranty.**

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 LIVING BY HARO PARQUET 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 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 PARQUET 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 parquet or single floor boards or of refinishing the floor for the purpose of maintaining the surface finish as well as other incidentals are excluded.
- Hamberger Flooring GmbH 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 parquet surface and the original purchase invoice.
- Hamberger Flooring 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.