

ASHTON & ROSE RESIDENTIAL WARRANTY (20 YEARS)

Congratulations on your purchase – you have chosen a genuine wooden floor, made from three layers of glued wood. The warranty includes the most important information regarding care and use.

1. The scope of the guarantee:

The guarantee covers flooring free from faults that could affect its appearance and functionality. If any part of the purchased floor becomes damaged before the expiry of the guarantee, the manufacturer is obliged to mend (renovate or exchange) the faulty part. There is, however, only one condition: the floor should be assembled and used in the manner outlined in the guarantee and the instructions of assembly and use. The manufacturer reserves the exclusive right to select the replacement product, parallel in terms of quality and class to that purchased previously.

2. Guarantee conditions:

Hardwood Floor Store grants a guarantee calculated from the date of purchase. The date of purchase is the invoicedate, which is the primary document conditioning the guarantee and it is vital that it should be retained by the purchaser. The invoice should be kept until the expiry of the guarantee period.

3. Assembling and maintaining the Ashton & Rose floorboard in accordance with the guarantee:

The Ashton & Rose floorboard should be assembled and maintained according to the assembling instructions attached to each packaging.

Exclusively materials recommended by the manufacturer should be used as underlay: natural subfloor boards, cork mats, corrugated cardboard. Materials other than recommended in the assembling instructions must not be used. In the case of flooring glued to the ground, relevant assembling instructions should be followed and exclusively recommended materials should be used. The condition for recognising a guarantee complaint is the presentation of receipts for the purchase of such materials. In order to avoid spreading dirt and sand, door mats or protective mats should be positioned in front of the entrances to rooms; their width should be equal to that of the door.

The floor is to be kept clean by sweeping and dusting – dry or with a slightly damp cloth with addition of a maintenance agent. Typical floor pastes or silicon-based cleaning agents must not be used. Furniture legs and other places of furniture or equipment pressure onto the floor should be shielded with felt or rubber pads. Armchairs with casters should be equipped with soft wheels, the so-called rollers.

CAUTION: All boards should be checked before and during laying of the floor with regard to the possible occurrence of faults clearly visible to the naked eye, problems with assembling or colour differences. The inspection should be performed in daylight or similar, in the room in which the floor is to be laid. After laying of a floor with faulty elements, the manufacturer will not recognise the complaint. Therefore floorboards with visible faults should not be installed.

4. Exceptions not encompassed in the Ashton & Rose floorboard guarantee:

The manufacturer does not provide a guarantee concerning damage to the varnish layer ensuing from floor use. Each varnished wooden flooring undergoes natural, slow wear. When the varnish layer becomes worn, periodic flooring renovation should be conducted. Special cases in which the guarantee does not apply:

- a)** Incorrect or inappropriate assembling. Ashton & Rose flooring should be laid following the rules and conditions of assembly determined precisely in the Ashton & Rose floorboard instructions of assembling and use. It is obligation to become acquainted with the instructions and follow the rules when installing the Ashton & Rose floorboard.
- b)** Independent modification of the product or its repair, if the works have not previously been approved of by the manufacturer (a written proof is required); or if the works were performed by individuals or companies who are not the manufacturer's authorised assembling service.
- c)** Assembling of the floor in an incorrect place and conditions (e.g. sauna, bathroom, etc.) exposing the floor to the influence of high temperatures (above 24°C), excessive air humidity or dryness (appropriate relative humidity is 45% - 60%). In such a case the guarantee does not encompass the loss of the aesthetic value of the floor (e.g. cracking, warping, and fading).
- d)** Mechanical damage resulting from scratching, hitting, flooding with water or exposure to heightened humidity, the work of gravel, sand or other grinding factors.
- e)** Damage ensuing from faults in maintaining the Ashton & Rose floorboard (e.g. indentations caused by metal mop ends or chair casters) or natural disasters (fire), as well as cuts, wear, scratches or other mechanical damage caused by lack of appropriate floor maintenance or resulting from inappropriate use.
- f)** Assembling of floor with visible faults which should have been noticed before the assembling (in such a case, the guarantee encompasses only that part of the product that has not been laid).
- g)** Assembling of the floor on a ground of inappropriate humidity. Appropriate humidity must not exceed 2% for a concrete base, 8% for wooden and 0.5% for anhydrite.
- h)** Maintenance and conservation other than that recommended by the manufacturer.
- i)** The use of assembling materials other than those recommended in the instructions in the case of a flooring glued to the ground.

CAUTION: As the floorboard is made of natural materials, the manufacturer does not grant a guarantee on colour differences between a sample (photograph) of a given product and the real product, discolouring or other surface changes caused by sun rays.

5.Placing a complaint:

Complaints should be submitted up to 2 months from noticing or appearing of the product's fault, in a written form addressed to the seller from whom the product was purchased. The complaint should be accompanied by a photo-copy of the Ashton & Rose floorboard purchase invoice and the guarantee card coupon.

6.Recognising a claim:

In order to verify the legitimacy of the guarantee claim, the manufacturer reserves the right to conduct floor inspection. The legitimacy and the outcome of the guarantee claim will be considered within a time-frame determined by the regulations of the civil code.