

## WHITERIVER GROUP BARISTA ENGINEERED FLOORING WARRANTY

- Whiteriver Group as the importer and distributor of Whiteriver Barista Engineered Flooring provides a quality warranty on the floorboard in accordance with the terms described in the present warranty card.
- The Guarantor's responsibility for the warranty granted covers physical defects resulting from causes attributable to the product.
- The party authorised by the warranty is the Purchaser who meets the conditions stipulated by the present warranty.
- The party authorised and making use of the present warranty hereby declares that they understand and accept its content.
- The Guarantor guarantees to the original Purchaser (hereinafter referred to as "Purchaser") that the floorboard will be free from manufacturing defects for the warranty period.
- The Guarantor draws the Purchaser's attention to the fact that deciduous wood applied to the top layer of the Barista Floorboard is a natural product, in which natural differences in grain, colour, knot size and other natural features of wood may occur. The floor owner/installer should carry out an appropriate selection of floorboards and reject or cut off unwanted floorboard elements before installation.

### Object of the Warranty:

- The warranty applies to wooden floorboards of glued three-layer structure (the Product). The warranty period runs from the date of purchase of the Product and amounts to:
- 20 years for the Barista 207 x 14 x 2200mm Plank Range.
- 20 years for the Barista 180 x 14 x 2200/1800mm Plank & 3-Strip Range.
- 20 years for the Barista 130 x 14 x 1092mm Short Plank Range.
- 20 years for the Barista 130/110 x 14mm Herringbone Range.
- 20 years for the Barista 130 x 14 x 725mm Chevron Range.
- 5 years for Products (regardless of collection or series) installed in public facilities.

The Guarantor confirms that its Products meet the requirements of the technical standards for layered wooden floors and are suitable for use for their intended purpose.

- The warranty covers
- The durability of floor surface layer when used normally and as intended.
- Structural durability of individual Product elements.
- Quality of the finish of parts (dimensions, matching of parts) in accordance with Standard EN 13489 "Wood Flooring - Multi-layer Parquet Elements"

### Warranty Terms & Conditions:

- This warranty is only valid if the Purchaser notifies the Guarantor of the alleged defect before the warranty period expires.
- In order for the Product to be covered by the warranty, it is necessary to follow the rules and recommendations concerning storage, installation, care and operation of the Product, contained in the installation instructions enclosed with each package
- The basis to exercise the rights provided for in this warranty is the proof of purchase of the Product.
- It is recommended that the Product is installed by qualified professionals, who have the appropriate equipment and parquet laying knowledge.
- These warranty conditions apply exclusively to the Purchaser.
- The Purchaser undertakes to follow the installation, care and maintenance instructions for Barista wooden floors.
- The Purchaser and the Installer are liable for inspecting the Product prior to its installation in accordance with the industry guidelines, in particular for checking: the type of finish, type of wood and dimensions in relation to the purchase order and for checking for any visible defects. The Guarantor shall not be liable in case of installation of the Product with visible defects or the Product inconsistent with the Purchaser's purchase order.

### **Cases Not Covered by Warranty**

- When buying a product made of the natural raw material such as wood, the Purchaser should be aware of the possibility of minor visual variations between the natural wood colour, grain pattern, amount or natural characteristics of wood (such as knots) as shown in the sample display or photographs included in the Guarantor's marketing materials, and the products offered for sale. Colour variations resulting from the natural structure of wood, and differences in the distribution or frequency of natural features of wood between the Guarantor's pattern book or catalogue photographs, and the product bought by the Purchaser are not deemed as Product defects.
- In addition, the provided warranty does not cover:
  - Changes in the surface layer of the Product resulting from normal use and from natural wear and tear and abrasion.
  - Mechanical damage or scratches caused by cleaning, maintenance or use in a manner inconsistent with the Installation Instructions and the conditions of use of lacquered or oiled floors
  - Changes in the colour of the wood caused by sunlight, intense lighting or aging processes of the wood and/or the finishing coat.
  - Defects resulting from incorrect installation or use of the floor in conditions inconsistent with those contained in the Installation Instructions (Installation instructions are included with each product package and are also available at [www.wrg.ie](http://www.wrg.ie) ;
  - Damage to the Product installed on the surface with the use of underfloor heating with parameters inconsistent with those contained in the Installation Instructions, as long as this had an impact on the damage
  - Missing filling in knots in brushed floorboards, which are a feature of this type of finishing of the Product's surface layer.
  - Changes in the surface layer of the Product resulting from normal use and from natural wear and tear and abrasion.
- A Product which was installed despite visible defects, (Do not install boards with visible defects. Visible defects are those defects which are visible on the top layer of the floorboard or which prevent installation in accordance with industry standards. Boards with visible defects must be put away by the installer prior to or during installation and reported to the point of sale to enable the supply of replacement floorboards),
- Creaking of wooden floors due to the natural properties of wood.
- Modification or repair of the Product by the User, if the work has not been agreed in writing with the Guarantor.
- Mechanical damage caused during transport, except for transport carried out by or on behalf of the Guarantor.
- Damage to the floor due to settlement of the building or uneven subfloor
- Damage caused by improper care or the use of improper care products
- Damage caused by staining (e.g. spilled liquids), scratches or dirt on the surface layer (e.g. caused by moving furniture, failure to replace worn felt pads under furniture feet, animal claws, use of unsuitable footwear), changes in gloss or indentations on the wooden floor surface (e.g. caused by falling objects on the wooden floor surface)
- Damage caused by using the Product in microclimatic conditions (e.g. temperature, relative humidity) not in accordance with the Installation Instructions.
- Effects of uneven light reflection on the installed floor which cannot be measured or which are visible only under specific lighting or at a specific angle (visual inspection of the installed wood floor is carried out in a standing position under natural lighting conditions)
- Cracks and gaps between the boards as a result of natural swelling and shrinkage of the wood as a result of changes in humidity.

#### **Conditions at the installation site**

- The Guarantor shall specify the conditions at the installation site relating to temperature, subfloor humidity and air humidity in the Installation Instructions included in each package of the Product and available at [www.wrg.ie](http://www.wrg.ie)
- The Installer is obliged to observe the rules of installation specified in standards and industry specifications describing the conditions for commencement of parquet flooring works and their execution.

#### **Reporting Defects**

- Complaints should be submitted in writing or by e-mail within one month from the date of disclosure of the alleged defect, describing the grounds for the complaint in as much detail as possible.
- The complaint may be reported to the Seller from whom the Product was purchased or directly to the Guarantor. The complaint should include the proof of purchase of the Product.
- In case of a complaint directly to the Guarantor, it should be sent to the address: Whiteriver (WRG) Ltd, Cluide, Dunleer, Co Louth, Ireland, A92 V8YN.

#### **Methods of complaint consideration**

- In order to verify the legitimacy of the complaint, the Guarantor reserves the right to inspect the complained floor in the place of its installation or storage, at a previously agreed time.
- The Guarantor shall notify about the manner of handling the complaint in writing or by e-mail.
- If the complaint is considered justified, the Guarantor may, at his own discretion:
  - Replace the defective Product with a defect-free one,
  - Remove defects found free of charge or cover the documented cost of removing the defect,
  - Pay financial compensation in the event that the removal of the defect would be impossible or would require excessive costs, taking into account the value of the defect-free Product and the type and significance of the defect found.

#### **Conditions for the Use of Wooden Layered Floors**

- The conditions for the use of wooden layered floors can be found in the Installation Instructions included in each pack of floorboards and on the website [www.wrg.ie](http://www.wrg.ie)