

WHITERIVER GROUP ENGINEERED FLOORING WARRANTY

Warranty (as per January 1st 2010):

- Whiteriver Group as the importer and distributor of Whiteriver Engineered Flooring warrants the structure of the layers and the lamination of the top-layer strips of Whiteriver engineered flooring for 20 years each for the intended use in residential applications and as from the purchase date, provided the below provisions 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, and 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 are 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 Whiteriver Warranty in the version effective at the time of purchase.

Scope:

- The warranty applies to grade-one products and exclusively to the use in interior residential applications that are subject to normal traffic, excluding wet or damp areas such as bathrooms or saunas.
- The warranty covers all above mentioned products which were installed after the 1st of January 2010.

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 carton of Whiteriver Flooring. If the laying instructions are missing and/or incomplete, the warrantee is obliged to request the installation information from the Whiteriver dealer/point of purchase concerned or directly with Whiteriver Group 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 original Whiteriver Group installation accessories. Improper installation will invalidate this Distributor's Warranty.

Proper cleaning and care:

Important notes on optimum cleaning and care are included with every original carton of Whiteriver Engineered Flooring. To ensure proper care, it is recommended to use only the products recommended in the Maintenance and Care sheet. This Distributor's Warranty will only apply if the Whiteriver floor has been properly cleaned and cared for.

Proper maintenance of the surface finish:

The surface finish is a protective coat which 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 the finish or onsite finished product; partial sanding and/or after treatment of engineered flooring with recommended floor care products). A timely maintenance of the surface finish guarantees the long-term durability of Whiteriver Engineered Flooring. Improper maintenance of the surface finish will invalidate this Distributor's Warranty.

Envoirement

The Envoirement must be maintained within the recommended ranges as per our installation instructions. It is very important that underfloor heating systems are checked against these ranges.

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 Whiteriver Group flooring boards have been inspected for any visible material defects prior to installation, defective flooring 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, Whiteriver, 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 Whiteriver dealer/point of purchase concerned with replacement material free of charge.
- If the defective product is no longer available, Whiteriver Group will provide replacement material of equal value from the current product range.
- No warranty service shall in any event act to extend the warranty period. The commencement of negotiations between the distributor 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 flooring boards or of refinishing the floor for the purpose of maintaining the surface finish as well as other incidentals are excluded.
- Whiteriver Group reserves the right to perform the warranty services step by step against return of the replaced material.

The warrantor may elect to refund the percentage of the original purchase price listed on the Pro-rated Warranty Schedule in lieu of replacing the product or if Whiteriver Group deem the repair is not commercially practicable or cannot be made in a timely manner.

Pro-Rated Warranty Schedule

20 Year Limited Warranty	
Recovery	Year of Claim
100%	0-10 Years
80%	11-13 Years
60%	14 -17 Years
40%	20 Years

Handling of Warranty Claims

- Any damage must be reported in writing within 30 days of occurrence to the Whiteriver dealer/point of purchase. If the Whiteriver dealer no longer exists, the damage can be reported in writing directly to Whiteriver Group, Cluide, Dunleer, Co Louth, Ireland. Please fill out our service report form and enclose a photo of the damaged surface and the original purchase invoice.
- Whiteriver Group 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.