

CONSUMER WARRANTY FOR WOODEN FLORING 14 MM

1. The warranty applies to finished multi layer wooden flooring Polarwood 14 mm. The guarantee applies to floors installed on condition that Polarwood' laying, care and maintenance instructions for the floor have been adhered to throughout the warranty period. Instructions for installation and maintenance are attached to the product and are enclosed in every third package, and it can be found at www.polarwood.ru.
2. The warranty covers wearing through the wearing layer of the multi layer boards where the damage exceeds an area of 10x10 mm. The wearing layer is formed by the surface treatment and the entire layer of hardwood.
3. The warranty is valid for ten (10) years from the date of purchase.
4. The warranty does not apply in the case of lack of or insufficient maintenance, spot wear (less than 10mm), scratches, negligent use, use contrary to Polarwood laying, care and maintenance instructions, other neglect, damage or special circumstances which can be attributed to the end user.
5. Polarwood will remedy faults for which it is responsible as specified above free of charge by repairing the fault or supplying a new product at its own discretion. If the product sold cannot be manufactured any longer or is no longer in stock, Polarwood reserves the right to supply another similar product.
The warranty does not cover any costs arising as a result of interference with anything other than the product in connection with dismantling or installation of the product or other costs or damage which arise in connection with appearance of the fault. Polarwood is not responsible for any damage occurring either directly or indirectly, or consequential losses arising from faults which are covered by the warranty. In no event shall Polarwood liability under this warranty for any claim exceed the price paid by the customer for the product.

Nothing in this Section 5 shall be regarded as in any way limiting or excluding any liability Polarwood may have to the customer under any relevant statutory regulations concerning product liability.

6. Complaints in respect of faults which are covered by the warranty must be sent in writing to Polarwood' dealer without delay, within 30 days from the time the fault is first noticed. If a complaint is not made in time, Polarwood warranty obligation lapses. The complaint should be accompanied by proof of purchase and a photograph of the damage.