

Please post correctly completed

Fitted by \_\_\_\_\_

Date bought \_\_\_\_\_

Bought from \_\_\_\_\_

Bought by \_\_\_\_\_

Karelia product description \_\_\_\_\_

Production No \_\_\_\_\_

Town, city \_\_\_\_\_ Country \_\_\_\_\_ Post Code \_\_\_\_\_

Street \_\_\_\_\_

Surname \_\_\_\_\_ First name \_\_\_\_\_ Title/Mr/Mrs \_\_\_\_\_



I have bought an original Karelia wood flooring. In order to validate the Karelia 10 years guarantee to force I would like to be registered on the Karelia customer file:



## KARELIA WOOD FLOORING GUARANTEE CERTIFICATE

Karelia wood flooring has a surface treatment of a durable UV hard acrylic or a natural oil, which is based on vegetable oils. They do not contain formaldehydes or any other substances hazardous to health. It is a condition of the guarantee that the parquet is looked after properly according to the manufacturer's instructions.

### Room Conditions

To ensure the best from your wood flooring and your wellbeing, the room temperature should be between 18<sup>o</sup>-24<sup>o</sup> C and the room humidity 40-60 %. To ensure the humidity stays within these limits when the heating is on the use of a humidifier is recommended.

### Cleaning

In order to prevent sand and other abrasive materials damaging your wood floors a door mat should be used. Remove sand and dust regularly with a vacuum cleaner or broom. To clean the floor more thoroughly wipe with a damp cloth. If the floor is lacquered, add a drop of neutral detergent to water. For regular cleaning of an oiled floor, use Osmo Color Wash and Care floor cleaner, which is based on coconut oils and vegetable soaps. Never use an excessive amount of water when cleaning your wood floor. Waxing of a lacquered wood floor is not recommended. Please read carefully also the detailed maintenance instructions of oiled wooden floors, which are delivered in every three packages of Karelia wood flooring.

### Removing stains

The fresher the stain the easier it is to remove. Use neutral detergent or diluted turpentine, methylated spirit or water when removing the stains from a lacquered wooden floor. If your floor is oiled, remove stains with Osmo Color Liquid Wax Cleaner.

### Preventing scratches

In order to protect the floor from scratches and knocks, felt pads should be glued to the feet of the furniture. Sand, grit and liquid should be removed immediately. Wood flooring does not like stiletto heels.

### Reconditioning the floor

If in the fullness of time the lacquer surface becomes worn or dull, the floor can be sanded and relacquered. Then your floor will be as good as new. Scratches and minor damage to an oiled Karelia wooden floor can be treated with Osmo Color Liquid Wax Cleaner or Hardwax Oil. The renovation can be complete or partial. Ask for more information from your retailer. If you take care of your floor properly, it will last a lifetime. All the maintenance products mentioned in these instructions are available from our distributors or in specialized paint shops.

### 1. General Guarantee Conditions

The 10 year guarantee is valid when

Karelia wood flooring has been laid for private use and in accordance with the manufacturer's instructions. Please check that you have the laying instructions with your flooring.

If the parquet is to be installed on top of underfloor heating, please request different laying instructions from the retailer. Please do not install faulty pieces as we will exchange them free of charge.

Karelia reserves the right to rectify faulty flooring or to have it rectified by a third party, or to exchange it. If the flooring is to be exchanged the manufacturer has the right to determine the way it is to be returned. The cost of the repair will be refunded only if the matter has been agreed beforehand and will cover only the floor materials and repair work, not additional expenses. Defects caused by faulty laying are not included in this guarantee.

### 2. Guarantee for the surface

Karelia will guarantee the durability of the manufacturer's surface treatment (varnish or oil) for a minimum of 10 years, if the product has been laid in residential areas and in accordance with the manufacturer's care instructions included here and in the packages of Karelia wood flooring.

### 3. Structure guarantee

Karelia will guarantee the structure

durability for at least 10 years if the product has been laid in residential areas and in accordance with the manufacturer's care instructions already mentioned.

### 4. Underfloor Heating

Karelia wood flooring can be installed over underfloor heating either as a floating floor, or glued to the subfloor. Manufacturer's specific laying instructions should be followed. The temperature of the wooden floor surface should not exceed 27<sup>o</sup> C. It is not recommended to install beech or birch wood flooring on underfloor heating. An exception to this are the heat treated (Amber) products, which are well suited to installation on underfloor heating.

### 5. Indirect damage

Claims of indirect damages are excluded without exception.

### 6. Validity

By completing and sending the post card below within 2 months from the day of purchase the customer confirms to have understood the guarantee conditions (clauses 1 to 6) and that in the event of a claim within 10 years from the date of purchase he will have a right to claim.

This guarantee does not effect consumer rights accorded by law or your statutory rights. In the event of any complaint, refer to the conditions of the guarantee re care of product etc.

FINLAND  
KARELIA-UPPOLOOR OY  
FI-70003 VASTAUSLÄHETYS  
FINLAND / FINLANDE  
REPLY PAID / RÉPONSE PAYÉE

**Karelia**  
HARDWOOD FLOORS

NO STAMP  
REQUIRED

PRIORITY PRIORITAIRE  
BY AIRMAIL / PAR AVION  
IBRS / CCRI  
Code 5008245

## Guarantee Certificate

**Congratulations on choosing our excellent Karelia wood flooring! The product you have purchased is guaranteed for ten (10) years from the date of purchase.**

This guarantee will cover the durability of structure and the manufacturer's surface treatment assuming normal use and wear and tear. This warranty is conditional on the product being laid and looked after in accordance with the manufacturer's instructions. In the event of a claim we require the guarantee certificate and the receipt of purchase.

**Karelia**  
HARDWOOD FLOORS  
[www.kareliaparketti.com](http://www.kareliaparketti.com)

Date of Purchase \_\_\_\_\_ M<sup>2</sup> quantity \_\_\_\_\_  
Product \_\_\_\_\_ Production No \_\_\_\_\_  
Salesman's stamp and signature \_\_\_\_\_  
Fitter \_\_\_\_\_

