

NEXUS SOLID & MONOLAM HARDWOOD FLOORING

Warranty

Your new **NEXUS & MONOLAM** Timber Floor carries a 25 Year Warranty against surface wear [not surface scratches] for Domestic Applications (and a 3 Year Warranty against surface wear in the case of Commercial Applications)

This Warranty comes into effect from the date of Original Purchase. The Original dated Purchase Invoice, completed with the distributors stamp, will need to be submitted. The Warranty can only be invoked if all of the conditions detailed below have been fulfilled. Please consult the distributor if you have any doubts.

- (1) The Warranty only applies to the original purchaser of the floor. The person deemed to be the first owner is the person stated as the buyer on the original purchase invoice.
- (2) The Warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defect acknowledged by the manufacturer, including incorrect machining or pre finishing.
- (3) The Warranty can only be invoked if the surface area damaged for each board is greater than 1cm²
- (4) It is necessary to provide proof of strict compliance with the manufacturer's installation and maintenance procedures. These procedures are located in the fitting instruction leaflets contained in the boxes. In the unlikely event of these not being present, copies should be requested from the distributor prior to installation. Where the purchaser is not fitting the floor personally, a copy of the Installation Instructions must be supplied by the fitter upon completion.
- (5) Damage of a mechanical nature, such as scratches (for example caused by dragging furniture over the floor) or surface damage caused by falling objects are NOT covered by this Warranty. We recommend protective felt pads are fitted to table and chair legs and in the case of wheels or castors, these be housed inside felt backed holders.
- (6) The ingress of sand, grit or other abrasive materials should be prevented. Please install suitable matting at the entrance(s)
- (7) The floor may not be installed in damp areas such as bathrooms (unless the species is recommended for such areas)
- (8) Moisture left on the floor and/or cleaning that is too wet and/or the use of inappropriate cleaning products must be avoided at all times
- (9) All Solid Timber Flooring MUST BE INSPECTED before and during Installation. Boards with visible defects must not be installed under any circumstances. The distributor must be informed within 15 days of purchase of any such defects and defective material will need to be returned to the distributor for this to be replaced.
- (10) The cost of removing and re fitting such defective material is not the responsibility of the distributor or the manufacturer. In the case where the floor is fitted by a professional Solid Timber Floor fitter, the removal and re fitting costs must be sought from them and in the case of the purchaser fitting the floor themselves, any such costs will be borne by the purchaser.
- (11) The distributor or manufacturer can never be held liable for any secondary damage.
- (12) Wear must be notified in writing to the distributor at the latest within 30 days of it being noticed.
- (13) The distributor or manufacturer reserve the right and must be offered adequate opportunity to inspect the complaint on site and where applicable, to inspect the floor in its installed condition.
- (14) In the case where a complaint is upheld, only Solid Timber Flooring of a like for like basis will be supplied as replacement material via the distributor. There will be no other form of compensation
- (15) The Warranty is on a sliding scale. When it is applied, account will be taken of a fractional reduction in value caused by wear and tear of 1/25 per year
- (16) The services provided as part of this Warranty do not extend the original Warranty Period.