



CHINA LINK WOOD FLOORING QUALITY GUARANTEE

China Link guarantees that its engineered and solid flooring:

1. Is a natural product manufactured ecologically.
2. Is produced per Chinese national standard GB/T18103-2000 and GB/T15036.1-2001.
3. Satisfies EN E1 regarding formaldehyde emission level.
4. Will, for at least 10 years since the date of purchase:
 - Remain in its manufactured dimension, structure and grading;
 - Keep its coating;
 - Be fit for use as residential flooring.

This guarantee shall only be valid if:

1. The fitter is a specialized flooring installer who has:
 - Followed installation instructions as in www.chinalinkflooring.com
 - Inspected the floor boards before laying them down.
 - Stopped installation and contacted the supplier if boards were defective.
2. The users have:
 - Followed maintenance instructions as in www.chinalinkflooring.com
 - Used the flooring in common residential conditions.

This guarantee does not cover:

1. Damages caused by:
 - Transportation and storage;
 - Improper installation, use and maintenance;
 - Natural disasters, water, fire, furniture, heels, pets, chemicals;
 - Product alterations or attempts to repair, refinish or re-coat.
2. Minor color differences reflecting wood's natural shades.
3. Expansion and shrinkage due to seasonal changes, age and sunlight.
4. Normal wearing, especially in high traffic areas and oil/wax finishing.

Guarantee Beneficiary and Guarantee activation procedure:

The beneficiary of this guarantee is the original purchaser of China Link's wood flooring. This guarantee is not transferable.

In order to activate the guarantee, the beneficiary shall submit: 1) a report on the nature and extent of the quality issue; 2) the relevant purchase contract or commercial invoice; 3) relevant pictures and samples. China Link reserves the right to undertake a visual and technical inspection of the flooring concerned.

On the basis of the above, China Link shall take a position within 8 working days. In case China Link finds the claim to be well-founded, it shall either reimburse or replace the flooring concerned.