

GUARANTEE CERTIFICATE

for FEEL WOOD solid wood flooring

The qualified and competent FEEL WOOD team, with over 20 years of experience and a special production technology, offers a solid wood flooring with the highest precision and parquet accuracy. The FEEL WOOD solid wood floor is „a friend for life“ and therefore we also grant a quality guarantee beyond the legal requirements for our solid wood flooring of the FEEL WOOD brand.

GUARANTEE CERTIFICATE

Serafin Campestrini GmbH takes over a quality guarantee of 15 years for products of the FEEL WOOD brand listed below under the following conditions:

- The guarantee statement applies to all FEEL WOOD solid wood floorboards that have been purchased and installed in Europe since 1.9.2012. The guarantee granting is of effect from the date of purchase.
- The guarantee refers to hidden defects of the solid wood flooring, which are based on material or manufacturing defects and occur within the guarantee period. Open defects must be comp-lained before the installation.
- The guarantee applies to the use of the products in normally stressed, private living areas, except wet and damp rooms.



FROM THE GUARANTEE EXCLUDED...

...DAMAGES CAUSED BY:

- Improper installation (violating the FEEL WOOD installation instructions, which can be found at www.feelwood.at as well as in our current brochures and leaflets) and also violating the regulation handicrafts VOB C, DIN 18356, ÖNORM B 2218
- Improper cleaning and maintenance (violating the FEEL WOOD maintenance instructions, which can be found at www.feel-wood.at)
- Standing water
- Insect infestation
- Accidents, Force majeure

...PURELY OPTICAL IMPAIRMENTS:

- Joints and deformations of the boards due to changes in indoor humidit
- Color changes due to light and UV exposure
- Wearing of the surface treatment

GUARANTEE SERVICE

- Upon recognition of the guarantee claim, Serafin Campestrini GmbH will proceed with detailed repair of defec-tive boards, if the repair is impossible, the customer will be provided with replacement of goods free of charge. If the defective product is no longer available, you will receive an equivalent replacement from the current FEEL WOOD range
- The guarantee depends on the time value of the goods. The replacement fee is reduced annually by 6.67% (15 years) compared to the new value of the goods. When claiming the guarantee, the customer bears the differen-ce between the current value and the new value.

The guarantee is only granted if the guarantee claim is asserted in writing within 30 days after the occurrence of the defect within submission of the original invoice to the dealer. The guarantee period is not extended by a guarantee claim.

