

### 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 difference 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.



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DEALER'S STAMP	NAME OF THE	IAME OF THE GUARANTOR		
DEALER OF STATE				
	 Street	Street		
	PLZ/City	PLZ/City  Tel.  Signature of the guarantee holder  Date of purchase		
	Tel.			
	Signature of th			
Date of purchase, Signature of the seller	Date of purcha			
The accuracy of the information is confirmed by stamp a	and signature of t	he dealer or the gu	uarantee holder.	
PRODUCT / WOOD SPECIES / SORTING / SURFACE				
			45 VEADO	
Production number (as stated on the board backside)			15 YEARS uarantee of quality	
(40 00000000000000000000000000000000000		\	according to FEEL WOOD Warranty Policy in the living area	
Amount in m <sup>2</sup>				
In which room will be installed?				
How will be installed?  Ofloating with glue Ofloating without glue Ofloating of the entire area				
On which subsoil will be installed?				
With underfloor heating? Subfloor tested drfor ought? Who will install the flooring? Installation and maintenance instructions were handed of	<ul><li>yes</li><li>yes</li><li>myself</li><li>yes</li></ul>	<ul><li>no</li><li>no</li><li>craftsman</li><li>no</li></ul>	○ friend, neighbor, etc.	