

These warranties apply to residential installation of Finex parquet products. Guarantees in respect of commercial facilities are developed depending on the specific conditions at the facility and are specified in the contract.

The structural warranty of the parquet plank and ArteTech decorative pattern panels is 25 years.

Finex warrants that the products are manufactured free from defects in milling, drying, pressing, sorting, and that the products are fit for use throughout the term of the warranty (the finish coating warranty is provided separately) under conditions of transportation, storage, installation, operation, and care. Cracking of the top layer and warping is not covered by the warranty, in case of non-compliance with the consumer temperature and humidity conditions.

Delamination of the top layer is covered by this warranty even in the case of non-compliance with the recommended temperature and humidity conditions provided that the product is used for its intended purpose indoors.

X The structural warranty does not cover latent defects of the plywood base which could not be detected during production (such as delamination of the plywood base).

Defective planks within 5% of the lot area cannot be returned or replaced as this is an industry norm. Defective planks over 5% are subject to return and replacement for quality.

Warranty for Arte Tech finishes is 1 year for floors from such collections as "Original", "Nature", "Vintage", "Wildwood", "Renaissance".

Finex guarantees that in compliance with the rules of operation and maintenance, the factory which applied finish lacquer coating will not wear out to the wood, and the oil and wax will not show obvious signs of wear (gradual abrasion of oil and wax during operation is the norm, and is eliminated by regular updating of coatings-see care instructions).

Since wood is a natural material, color deviations within ± 1.5 tones are not a defect. For the planks processed with application of smoking technology (or other technology based on reaction of tannins) color deviations to ± 2.5 tones are allowed (for the sites containing sapwood more contrast color deviations are allowed).

Damage to the coating or color by chemically active liquids (coffee, Cola, wine, alcohol, etc.) is not a warranty case. The formation of stains and stripes as a result of mechanical damage to the floor and subsequent improper care is not a warranty case.

! It is strictly forbidden to perform polishing/intermediate polishing or any other mechanical treatment of parquet with a ready-made factory coating - such actions will automatically void the warranty on the coating.

X Improper and untimely care of floors covered with oil-wax invisible uv oil is not a warranty case.



WARRANTY FOR FINEX PARQUET FLOORING. Page 2.

TECHNICAL SPECIFICATIONS

ArteTech installation warranty is 3 years

(subject to installation by Finex specialists)*

*Finex guarantees that the technology of laying will be observed, and in the course of operation of floors there will be no such defects as: detachment from the basis, gaps (except natural), warping and bending.



The warranty does not apply to defects caused by improper transportation, storage, installation, operation, maintenance, failure to comply with the instructions for installation and care.

The warranty does not cover damage caused by violation of temperature and humidity conditions, shocks, excessive friction, natural wear, etc.



Since wood as a natural material continues to "work" (narrow and expand) during use, gaps may appear between the boards (the size of which depends on the operating conditions, the width of the planks and the method of laying), the warranty does not apply to these gaps. The warranty also does not apply to changes in the dies associated with the structure of the wood, arising under the influence of seasonal narrowing and expansion (such as the disclosure of cracks in the knots in the heating season in the absence of sufficient moisture). To reduce the effect of seasonal narrowing and expansion of boards in the premises it is necessary to maintain a humidity of 45 - 55% year - round. In case of sudden changes in relative humidity in the room (less than 40% in winter or more than 60% in summer), the warranty is void. If the installation fails to comply with these instructions, the warranty will be void.



Reduced gloss due to use, as well as the gradual loss of color coating as a result of the natural reaction of wood to sunlight, are also not defects. For boards treated with technologies based on the reaction of tannins (smoking, staining, etc.), a color change of up to 30% in the first year of operation is not a defect.



Any attempt to repair, restore or sand the parquet floor prior to inspection by a Finex specialist will void the warranty.

Any defects that may be detected prior to the installation of the planks/pattern panels/Herringbone, Chevron 30°, Chevron 45° (for example, inconsistency of selection, color and texture, moisture content of wood, geometric dimensions, mechanical damage), claims are accepted only before installation and for a maximum of 12 months after purchase. Claims for wood moisture and geometric dimensions/tolerances are accepted only within 24 hours of delivery and subject to storage conditions. Claims for humidity and geometric dimensions are accepted only if the packs have not been opened for acclimatization. All installed parquet planks / pattern panels / Herringbone, Chevron, Hungarian point are considered as accepted by the range, color and quality, and claims for them are not accepted.

Finex floors require professional installation. Warranty on the installed floor are valid only when performing installation work by a specialized organization in accordance with this instruction, and only if there is a full set of documentation, including design documentation, acceptance acts of the base, acts of hidden works, journal of works, acts of heating of the base, acts of acceptance of works and other mandatory documentation. In the event of a claim on the laid floor, Finex specialists have the right to request additional installation documentation in order to determine the causes of defects.

If the complaint is justified, Finex reserves the right to determine the method of elimination of defects.

FINEX Handcrafted floors™
Luxterior bvba



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