

## Congratulations on your purchase

You have chosen a wooden floor made of three layers of glued wood. This card provides information on the terms and conditions of warranty for the floorboard. Detailed information and guidelines for installation and care are contained in the Installation Instructions enclosed with each product packaging (pack of floorboards) and in the form of instructional videos available at [www.barlinek.com](http://www.barlinek.com). Warranty conditions are available at points of sale and at [www.barlinek.com](http://www.barlinek.com).

# Warranty Card

For floors used in living quarters and public facilities.

### WARRANTY CARD FOR BARLINEK BOARD

purchase doc. no .....

date of purchase .....

name of product /floorboard/ .....

(trade name or manufacturer's ref, type - finishing - wood class)

Installation location /address/ .....

Warranty period: 30 years for products from the Senses collection, Pure Classico series,  
25 years for products from the Tastes of Life collection,  
20 years for the Pure, Pure Vintage, Decor, Life product series  
5 years for non-catalogue and catalogue products marked as sale items,  
5 years for products installed in public facilities,  
regardless of the collection or product series.



*Stamp and signature of the Seller*

In the case of a complaint, a proof of purchase should be attached to the complaint and submitted to the Seller or directly to Barlinek SA.



# Barlinek S.A. with its registered office in Kielce, a Polish manufacturer of natural three-layer wooden floors, provides a quality warranty for the purchased Barlinek Floorboard.

## 1. General warranty principles

- 1.1. Barlinek S.A. The (Guarantor) with its registered office in Poland 25-323 Kielce, Al. Solidarności 36 grants a quality guarantee on the floorboard in accordance with the terms described in the present warranty card, which should be completed and stamped by the Seller, and issued to the purchaser along with the product. A warranty card template is also available on the website [www.barlinek.com](http://www.barlinek.com).
- 1.2. The Guarantor's responsibility for the warranty granted covers physical defects resulting from causes attributable to the product.
- 1.3. The party authorised by the warranty is the Purchaser who meets the conditions stipulated by the present warranty.
- 1.4. The party authorised and making use of the present warranty hereby declares that they understand and accept its content.
- 1.5. The Guarantor guarantees to the original Purchaser (hereinafter referred to as "Purchaser") that the floorboard will be free from manufacturing defects for the warranty period.
- 1.6. The Guarantor draws the Purchaser's attention to the fact that deciduous wood applied to the top layer of the Barlinek Floorboard is a natural product, in which natural differences in grain, colour, knot size and other natural features of wood may occur. The floor owner/installer should carry out an appropriate selection of floorboards and reject or cut off unwanted floorboard elements before installation.

## 2. Object of warranty

- 2.1. The warranty applies to wooden floorboards of glued three-layer structure (the Product). The warranty period runs from the date of purchase of the Product and amounts to:
  - 30 years for the Senses collection, Pure Classico series,
  - 25 years for the Tastes of Life collection,
  - 20 years for other catalogue products (Pure, Pure Vintage, Decor, Life series),
  - 5 years for non-catalogue and catalogue Products marked as sale items,
  - 5 years for Products (regardless of collection or series) installed in public facilities.
- 2.2. The Guarantor confirms that its Products meet the requirements of the technical standards for layered wooden floors and are suitable for use for their intended purpose.
- 2.3. The warranty covers:
  - the durability of floor surface layer when used normally and as intended,
  - structural durability of individual Product elements,
  - quality of the finish of parts (dimensions, matching of parts) in accordance with Standard EN 13489 "Wood Flooring - Multi-layer Parquet Elements"

## 3. Warranty terms and conditions

- 3.1. This warranty is only valid if the Purchaser notifies the Guarantor of the alleged defect before the warranty period expires.
- 3.2. In order for the Product to be covered by the warranty, it is necessary to follow the rules and recommendations concerning storage, installation, care and operation of the Product, contained in the installation instructions enclosed with each package and available in the form of instructional videos at [www.barlinek.com](http://www.barlinek.com), or available in a descriptive form at [www.hardwood-installation.eu](http://www.hardwood-installation.eu) and in the document "Use of lacquered wood floors" or "Use of oiled wood floors" - depending on the type of finish of the useable floor layer - available at [www.barlinek.com](http://www.barlinek.com) or from the seller of the Product.
- 3.3. The basis to exercise the rights provided for in this warranty is the proof of purchase of the Product.
- 3.4. It is recommended that the Product is installed by qualified professionals, who have the appropriate equipment and parquet laying knowledge.
- 3.5. These warranty conditions apply exclusively to the Purchaser.
- 3.6. The Purchaser undertakes to follow the installation, care and maintenance instructions for Barlinek wooden floors.
- 3.7. The Purchaser and the Installer are liable for inspecting the Product prior to its installation in accordance with the industry guidelines, in particular for checking: the type of finish, type of wood and dimensions in relation to the purchase order and for checking for any visible defects. The Guarantor shall not be liable in case of installation of the Product with visible defects or the Product inconsistent with the Purchaser's purchase order.

## 4. Cases not covered by warranty

- 4.1. When buying a product made of the natural raw material such as wood, the Purchaser should be aware of the possibility of minor visual variations between the natural wood colour, grain pattern, amount or natural characteristics of wood (such as knots) as shown in the sample display or photographs included in the Guarantor's marketing materials, and the products offered for sale. Colour variations resulting from the natural structure of wood, and differences in the distribution or frequency of natural features of wood between the Guarantor's pattern book or catalogue photographs, and the product bought by the Purchaser are not deemed as Product defects.
- 4.2. The warranty does not cover products installed in public facilities with very high foot traffic, such as industrial premises, in particular production halls, airports, corridors in schools, shopping centres.
- 4.3. In addition, the provided warranty does not cover:
  - a. changes in the surface layer of the Product resulting from normal use and from natural wear and tear and abrasion,
  - b. mechanical damage or scratches caused by cleaning, maintenance or use in a manner inconsistent with the Installation Instructions and the conditions of use of lacquered or oiled floors,

- c. changes in the colour of the wood caused by sunlight, intense lighting or aging processes of the wood and/or the finishing coat,
- d. defects resulting from incorrect installation or use of the floor in conditions inconsistent with those contained in the Installation Instructions or the document „Conditions of use of lacquered or oiled floors”. (Installation instructions are included with each product package and are also available at [www.barlinek.com](http://www.barlinek.com); conditions for the use of lacquered or oiled floors are available at [www.barlinek.com](http://www.barlinek.com) and [www.hardwood-installation.eu](http://www.hardwood-installation.eu)),
- e. damage to the Product installed on the surface with the use of underfloor heating with parameters inconsistent with those contained in the Installation Instructions, as long as this had an impact on the damage,
- f. missing filling in knots in brushed floorboards, which are a feature of this type of finishing of the Product's surface layer,
- g. a Product which was installed despite visible defects, (Do not install boards with visible defects. Visible defects are those defects which are visible on the top layer of the floorboard or which prevent installation in accordance with industry standards. Boards with visible defects must be put away by the installer prior to or during installation and reported to the point of sale to enable the supply of replacement floorboards),
- h. creaking of wooden floors due to the natural properties of wood,
- i. modification or repair of the Product by the User, if the work has not been agreed in writing with the Guarantor,
- j. mechanical damage caused during transport, except for transport carried out by or on behalf of the Guarantor,
- k. damage to the floor due to settlement of the building or uneven subfloor,
- l. damage caused by improper care or the use of improper care products,
- m. damage caused by staining (e.g. spilled liquids), scratches or dirt on the surface layer (e.g. caused by moving furniture, failure to replace worn felt pads under furniture feet, animal claws, use of unsuitable footwear), changes in gloss or indentations on the wooden floor surface (e.g. caused by falling objects on the wooden floor surface),
- n. damage caused by using the Product in microclimatic conditions (e.g. temperature, relative humidity) not in accordance with the Installation Instructions,
- o. effects of uneven light reflection on the installed floor which cannot be measured or which are visible only under specific lighting or at a specific angle (visual inspection of the installed wood floor is carried out in a standing position under natural lighting conditions),
- p. cracks and gaps between the boards as a result of natural swelling and shrinkage of the wood as a result of changes in humidity.

## 5. Conditions at the installation site

- 5.1. The Guarantor shall specify the conditions at the installation site relating to temperature, sub-floor humidity and air humidity in the Installation Instructions included in each package of the Product and available at [www.barlinek.com](http://www.barlinek.com) and [www.hardwood-installation.eu](http://www.hardwood-installation.eu).
- 5.2. The Installer is obliged to observe the rules of installation specified in standards and industry specifications describing the conditions for commencement of parquet flooring works and their execution.

## 6. Reporting defects

- 6.1. Complaints should be submitted in writing or by e-mail within one month from the date of disclosure of the alleged defect, describing the grounds for the complaint in as much detail as possible.
- 6.2. The complaint may be reported to the Seller from whom the Product was purchased or directly to the Guarantor. The complaint should include the proof of purchase of the Product, and if possible also a warranty card filled in and stamped by the Seller and photographic documentation of the Product complained about.
- 6.3. In case of a complaint directly to the Guarantor, it should be sent to the address: Barlinek SA, 25-323 Kielce, Al. Solidarności 36 or by e-mail to the following addresses: [reklamacje.kielce@barlinek.com](mailto:reklamacje.kielce@barlinek.com), [biuro@barlinek.com.pl](mailto:biuro@barlinek.com.pl) or [claims.kielce@barlinek.com](mailto:claims.kielce@barlinek.com)

## 7. Methods of complaint consideration

- 7.1. In order to verify the legitimacy of the complaint, the Guarantor reserves the right to inspect the complained floor in the place of its installation or storage, at a previously agreed time.
- 7.2. The complaint shall be considered within 2 weeks of reporting the defect to the Guarantor. If it is necessary to carry out an inspection at the Purchaser's premises, the complaint will be considered immediately after execution thereof, but not later than within 2 weeks from the date of completion thereof.
- 7.3. The Guarantor shall notify about the manner of handling the complaint in writing or by e-mail.
- 7.4. If the complaint is considered justified, the Guarantor may, at his own discretion:
  - replace the defective Product with a defect-free one,
  - remove defects found free of charge or cover the documented cost of removing the defect,
  - pay financial compensation in the event that the removal of the defect would be impossible or would require excessive costs, taking into account the value of the defect-free Product and the type and significance of the defect found.

## 8. Conditions for the use of wooden layered floors

- 8.1. The conditions for the use of wooden layered floors can be found in the Installation Instructions included in each pack of floorboards and on the website [www.barlinek.com](http://www.barlinek.com) and [www.hardwood-installation.eu](http://www.hardwood-installation.eu).