

PRODUCT INTERNATIONAL LIMITED WARRANTY PARQUET

L'ANTIC COLONIAL

The company L'Antic Colonial S.A.U. guarantees for a use according to what is prescribed in private areas a period of 30 years, unless a collection expressly states a different period of coverage, for the structure of the layers and the gluing of the cover slats of the PARQUET L'ANTIC COLONIAL from the date of delivery of the product, understood as the one reflected in the invoice or delivery note and it will only be valid for the first user. The auxiliary complements or special pieces, such as skirting boards, profiles, slats, lamellas, etc., have a warranty limited to three years, not being applicable to the extended coverage times, which are only applicable to the parquet slats.

The warranty for installation by L'Antic Colonial installers is 3 years (without territorial limitation). The consumer's statutory rights are not limited by this warranty statement. Damage caused by misuse, accidents, insect attacks, force majeure and damage due to circumstances not common in normal living areas are not covered by this warranty. Purely optical damages such as e.g. impressions, joints, color changes due to light, deformations of the slats due to weathering or wear of the surface finish are not covered either. Also excluded from this warranty are damages caused by improper installation, care, cleaning or maintenance of the surface finish, mechanical or chemical deterioration or damage due to the effects of humidity. L'Antic Colonial, S.A.U. hereby guarantees that the products covered by this warranty are of the highest quality and have various certificates to support them, such as ISO 9001.

This warranty statement replaces all previous statements; for the purposes of the manufacturer's warranty, only the version current at the date of purchase is valid. This is a commercial warranty in addition to the warranty established by the applicable legislation.

COVERAGE

The warranty is extended to 1st quality products and to exclusive use in living areas under normal load with the exception of wet areas, including but not limited to kitchens, bathrooms or saunas.

WARRANTY CONDITIONS

The following conditions must be met in order to assert the rights under the warranty statement against L'Antic Colonial S.A.U.:

- The product must have been purchased in an Official Dealer, identified in our website.
- The product must not have been altered or modified since its shipping from factory.
- All recommendations for installation, use and maintenance from L'Antic Colonial, S.A.U. must have been respected.
- The products must not have been used, or have been exposed indefinitely in any showroom.
- The products must be accompanied by valid proof of purchase by the person claiming the execution of the warranty.
- The product's purchase price has been completely satisfied.
- Suitable environment: In the rooms where the parquet is installed there should be a permanent environment of between 40-60 % relative humidity and 20°C - 23°C temperature.
- Proper laying: Please read our laying instructions carefully before laying, which can be found in each original PARQUET L'ANTIC COLONIAL package. In particular, you must observe the instructions for controlling the humidity of the floor and for laying underfloor heating.

Improper laying results in loss of entitlement to this manufacturer's warranty!
Proper care and cleaning: Important indications for optimal care and cleaning can be found on each original PARQUET L'ANTIC COLONIAL package. For proper care, it is recommended to use only care products recommended by L'Antic Colonial. Warranty service is provided only when the L'Antic Colonial Parquet floor has been properly cleaned and cared for.

-Proper maintenance of the surface finish: The surface finish (APRESTO varnish, oil and NATUR wax finish) is a protective layer for the hardwood wear layer underneath and is subject in use to normal wear and tear. Therefore wear of the surface finish is not a warranty case.

The maintenance of the surface finish ensures a long service life of the L'ANTIC COLONIAL PARQUET. In case of improper maintenance of the surface finish, the manufacturer's warranty service is not provided. For full information regarding conditions of use, maintenance and installation, please visit our website.

WARRANTY BENEFITS

This warranty is valid in addition to the statutory warranty claims for material defects and special consumer rights.

A careful check of the condition of the goods at the time of delivery must be carried out. Any anomaly, damage or breakage detected during transport must be noted on the delivery note.

If all elements of the L'ANTIC COLONIAL PARQUET have been checked for recognizable material defects before installation, the defective slats will be replaced free of charge. The installation of defective elements voids the warranty claims. This warranty does not cover damage caused by third parties (e.g. transport or installation damage).

In the event of a claim for manufacturing defects covered by this warranty, L'Antic Colonial, S.A.U., will proceed to carry out the relevant tests in order to establish the conformity of the product. Should it be established that the reference in question does not comply with the parameters established in applicable standards, L'Antic Colonial, S.A.U. will replace the product(s) in question with the same product(s), reserving the right, at the sole discretion of L'Antic Colonial, S.A.U., to make cash returns, which will correspond only to the net value of the product at the date of purchase. This replacement will be limited only to the affected elements; in no case will the rest of the parts of the set of which these parts may form part be replaced.

The replacement of a product or the refund of money in the event of a claim shall not modify or extend the original terms unless otherwise provided by mandatory laws in each territory.

New pieces cannot be guaranteed to match in color, gloss and texture identical to existing pieces.

If the defective product is no longer in the delivery program, L'Antic Colonial S.A.U. will replace it with a product of equivalent quality from the current L'ANTIC COLONIAL PARQUET assortment. An extension of the warranty period does not take place because of a warranty case. The establishment of negotiations between the company L'Antic Colonial S.A.U. and the customer to clarify material defects takes place without the recognition of a legal obligation. Further claims or rights are not acquired by the purchaser. Especially the costs of dismantling and reassembly of the parquet or individual planks or a maintenance for the purpose of a new surface finish of the floor are not included. L'Antic Colonial S.A.U. reserves the right to provide a point-by-point guarantee with the return of the used material.

EXEMPTIONS:

This warranty covers defects relating to the intrinsic quality of the product arising from manufacturing defects and therefore does not cover the following situations, but not limited to:

a) Installation faults or defects:

- It does not cover defects, including lifting or buckling of parts, caused by improper installation, use of inappropriate adhesives, inadequate or uneven subfloor or improper screed preparation.
- It does not cover defects or problems arising if the manufacturer's installation instructions have not been followed.
- It does not cover when the necessary expansion joints and perimeter joints, which are described in the installation instructions of the product, have not been installed in the flooring.
- It does not cover pieces that have been installed with clear and obvious visual defects.
- It does not cover defects derived from the installation of the product in environments that exceed the traffic and working conditions determined by L'Antic Colonial, S.A.U.

b) It does not cover conditions caused by improper use or maintenance, such as:

- Damages derived from the use of products not recommended by L'Antic Colonial, S.A.U., for initial and periodic cleaning.
- Loss of gloss on the surface of the wood or changes in texture caused by improper maintenance, or lack of maintenance.
- Damage resulting from failure to follow flooring care instructions.
- Marks, scratches, scuffs, dents or cuts, including, but not limited to, those caused by pets.
- Damage caused by burns, floods, fires, and other types of accidents.
- Damage caused by improper use, such as dragging objects without proper pavement protection.
- Wear caused by stones, sand or other abrasives.
- Damage caused by the transit of chair or furniture wheels, or cleaning machines.
- Use of rubber, latex or coconut fiber carpets, or carpets that are not labeled as "non-staining", and/or products with agents that may stain or erode the surface in any way.
- It does not cover discoloration caused by heat or direct sunlight.
- It does not cover the appearance of cracks in the wood caused by environmental conditions at the time. Dramatic changes in temperature and humidity in the environment, as well as dry environments can cause the appearance of cracks in the wood.
- It does not cover deformations in the pieces caused by an excess or lack of humidity in the environment, or excess of water in the wood.

c) Abnormal use of the products:

- Damage caused by failure to protect the floor when supporting furniture, such as failure to place caps or felts under furniture legs.
- The use of steam cleaners for wood floors is not approved by the manufacturer.
- Damages derived from subjecting products to substances that may cause a chemical attack, as well as from subjecting the product to abnormal conditions (this includes, but is not limited to, damage from misuse or transportation, damage from excessive heat, exposure to adverse weather conditions, damage from improper care and maintenance causing chipping or breaking).

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d) Facts not attributable to L'Antic Colonial, S.A.U.:

- Actions or omissions that may affect the product, regardless of whether these are carried out by the buyer or by third parties. This includes, but is not limited to: damage or injury caused by unintentional acts, working conditions, architectural or engineering design, structural movements, acts of vandalism or accidents.
- Wood is a natural product, therefore, the manufacturer does not guarantee the color or brightness of pieces replaced for any reason.
- It does not cover variations in color or texture of the flooring purchased with respect to the sample pieces or photographs.
- It does not cover noises such as creaking in the floor.
- It does not cover damage caused by insects.
- The normal features and evolutions of the natural product. There may be slight differences in shade between the different elements that compose it and differences in hue, veins, color, or texture. In addition, if the products are compared at different times, time and weather conditions may cause variations in color and/or hue.
- The customer's personal preferences such as color, workmanship, etc. The choice of color and finish must be definitive before closing the purchase, as subsequent changes of decision will not be covered by this warranty.
- Installed parts with obvious visual defects, including labor costs for disassembly and assembly of products with visible defects. We recommend that the material be checked for defects prior to installation.
- Natural and public situations not related to the product such as earthquakes, landslides, floods, fire, vandalism.
- Normal wear and tear.
- Damage due to the action of humidity, flooding, prolonged exposure to water, damage caused by keeping the material in environmental conditions different from those recommended in the installation and maintenance instructions. It does not cover deformations, cracks, delamination, etc... in the pieces, caused by an excess or lack of humidity in the environment, or excess or lack of humidity in the wood and in the materials derived from wood.
- Damage due to impacts, wear, scratches or damage due to use, wear caused by stones, acids, sand or other abrasives, dragging of furniture, wheelchairs, cleaning machines, burns, and in general any action caused by external agents to the material.
- The possible difference between samples or photographs of any product, and the actual products purchased.
- Visual effects caused by the incidence of grazing light, backlighting or direct illumination for the evaluation or identification of defects.

EXCLUSIONS

Being related to the intrinsic quality of the products, the warranty of L'Antic Colonial, S.A.U., does not cover:

- the value of installation and reinstallation materials;
- any legal interest on the value paid for the products;
- the value of any damage, direct or otherwise, that may be caused before and/or during the claim or repair process to the commercial, industrial, professional or residential activities of the buyer, the user of the product or third parties,
- The costs of materials or labor associated with the reinstallation of the product covered by the warranty after replacement by L'Antic Colonial, S.A.U., nor any additional repairs or modifications such as plumbing, electricity, coatings, veneers and modifications that may be necessary for the replacement of the product covered by this warranty (such repairs and modifications shall be the responsibility of the customer);
- No other value not described in this certificate.

L'Antic Colonial is constantly working on the development and improvement of its products, for this reason, during the term of this warranty, L'Antic Colonial reserves, without notice, the possibility of modifying the design and technical specifications of its products.

The company L'Antic Colonial, S.A.U. also reserves the right to visit the site, according to a previously agreed date, in order to examine the product and check the warranty conditions.

L'Antic Colonial, S.A.U., SHALL NOT ASSUME ANY LIABILITY FOR SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO: LOSS OF PROFITS, INCOME OR INFORMATION (WHETHER DIRECT OR INDIRECT) OR COMMERCIAL LOSS FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON YOUR PRODUCT, EVEN IF L'Antic Colonial, S.A.U. HAS BEEN ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES. Some local jurisdictions do not allow the exclusion or limitation of special, indirect, incidental, or consequential damages, so this limitation or exclusion may not apply to you. EXCEPT WHERE PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THIS PRODUCT IS EXPRESSLY EXCLUDED. Some local laws do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to your jurisdiction.

RECOMMENDATIONS FOR THE MAINTENANCE OF WOODEN FLOORS

- Keep a constant temperature in the house or place between 20°C - 23°C.
- Keep a humidity in the house or place between 40% - 60%.

- Changes in temperature and humidity result in shrinkage and expansion of the wood. Prevent or reduce these changes by using dehumidifiers, ventilation and heating for humid environments, or humidifiers for dry environments.

- In the case of houses that are going to remain closed for a long period of time, take into account the previous points, since it will be much more difficult to keep these ideal and necessary conditions.

- In case there is underfloor heating by water, we recommend to take precautions in its use. The power of the underfloor heating system should be regulated so that at no time does the temperature on the surface of the parquet exceed 27°C. Excessive use of underfloor heating can cause the wood to dry out, resulting in deformation of the pieces, opening of joints and cracks. It is not recommended to use electric heating systems such as "radiant wire", "radiant plates", "radiant foil" and similar.

- Dry cleaning is recommended for wooden floors, using a mop, broom or vacuum cleaner. A wet cleaning, according to the need, can be done at any time with a mop or a well wrung out mop.

- We recommend to use the manufacturer's products for cleaning and maintenance of the wooden floor.

- When some kind of liquid spills on the floor, clean it up and dry it immediately, as water can leak between the slats.

- Put covers or slippery felts under furniture legs, especially if they are heavy, to avoid scratching. Be especially cautious when moving furniture, do not drag it.

- Avoid stepping on the parquet with footwear from the street (especially if it is wet, or if it contains gravel, soil or mud).

- We recommend special care with footwear, for example, high-heeled shoes can mark the floor.

- Avoid hitting the wooden floor with hard objects.

For full information regarding conditions of use, maintenance and installation, please visit our website.

PROCESSING OF A WARRANTY CASE:

If you wish to validate this warranty, be sure to follow the steps below:

- Verify that you have complied with all the steps and requirements established in the installation, use and maintenance manuals of L'Antic Colonial, S.A.U.

- Report in writing to the authorized dealer/seller or directly to the company L'Antic Colonial S.A.U., Ctra. Nacional 340, km 54, 12540 Villarreal, Castellón, Spain within 30 days of the occurrence of the damage or defects.

The action to claim compliance with the provisions of the additional commercial warranty shall lapse six months after the end of the warranty period.

This document is intended for all types of customers regardless of their status worldwide, therefore, it is possible that in certain territories there are mandatory laws that give you broader rights than those described here, without prejudice to this, for those issues that are not mandatory in the various legal systems, the provisions herein shall apply.