

Stöckl Warranty terms

B:hard – Multilayer Engineered Plank

For warranty claims the following warranty terms apply:

These warranty terms solely apply for our **B:hard products** when laying in living areas, with the exception of moist and wet areas.

The warranty is 10 years in residential areas / 5 years in commercial areas.

This includes: functionality, the construction of the layers and the gluing of the top layer according to the following sections.

The warranty is valid from date of purchase, in accordance with invoice date. Precondition for warranty claims is that the products are being used in compliance with the laying instructions as well as the cleaning and maintenance instructions published by Stöckl. Warranty claims will be rejected if these are not met.

Warranty claims will also be rejected in case of damage resulting from improper use, damages caused by unusual circumstances in normal residential areas, damages caused by accidents, force majeure or insect plagues.

Damages caused by improper care, cleaning or maintenance of the surface coating and chemical or mechanical damages are also not covered under warranty. Warranty claims will also be rejected in case of damage caused by the exposure to moisture due to improper installation or cleaning and maintenance which does not comply with the instructions published by Stöckl.

Warranty will also not be granted for pure optical depreciations. These are for example joints resulting from seasonal climate changes, colour changes from exposure to light, dents or damages as well as deformations of the elements caused by the room climate.

The guarantee declaration current at the time of purchase is valid for the granting of the guarantee, in which this guarantee declaration does not affect the legally established rights of the consumer. With the publication of the current version, all previous warranty statements will lose their liability.

Warranty conditions

The following conditions must be met in order to make valid claims following these warranty terms against Stöckl GmbH.

Proper installation in accordance with the laying instructions published by Stöckl

Before laying please read carefully our laying instructions which can be found back on our website www.stoeckl.com.

Pay particular attention to the instructions for the moisture inspection of the floors and the installation on floor heating. All warranty claims require the use of authorized laying materials. This manufacturer's guarantee is not granted in case of improper installation.

Proper care, cleaning and maintenance

Important instructions for optimum cleaning and care can be found in our laying instructions under the "Cleaning and care instructions for oiled surfaces". We recommend to use only the products recommended by us. These can be found in our current brochures and price lists as well as on our website www.stoeckl.com. Warranty will only be granted if the floor has been properly cleaned and maintained.

The natural wood top layer is subject to normal wear and tear, this normal wear of the surface coating and top layer is not covered by the guarantee.

Renew on time (completely or partially) the surface coating in case signs of wear are visible on the surface coating, only then you will receive the optimum protection and long lasting durability of your wooden floor. In order to meet the guarantee requirements, the renewal of the surface may only be carried out by qualified personnel with special knowledge in the field of parquet surface treatment.

There is no warranty claim possible for consumer's own actions or for the ability of the by consumer commissioned craftsman to remove or modify the coating or to remove carves, burn marks or scratches. This manufacturer's guarantee is not granted if the surface coating is not properly maintained.

This guaranty applies in addition to the legal customer rights regarding material defects and other rights of the buyer, including the rights of the buyer against the seller.

Our **Stöckl B:hard products** have been thoroughly tested and sorted. If there are any complaints regarding the sorting and / or visual errors, please inform us before laying. The use of defective elements excludes warranty claims.

Damage caused by a third party (eg. transport damage) is also not covered under this warranty.

If guarantee is granted to any defects which occurred after installation of the products, then Stöckl GmbH reserves the right to carry out repairs at the defective parts only or to supply replacement goods free of charge to the designated installation company.

The start of negotiations between Stöckl GmbH and the customer to clarify a complaint is made without acknowledgment of any legal obligation.

A Warranty claim does not extend the warranty period.

Should a defect occur, please contact in writing your installation company immediately, but at the latest within 30 days, the installation company will report the claim to Stöckl GmbH. Please attach the original invoice and if possible a photo of the defect to your report. After consulting and evaluating your letter, your parquet floor will be repaired immediately if guarantee is granted. The repairs can also consist of offering replacement elements (planks) and / or repairing aids. If the product is no longer available then you will receive the equivalent product from the current product range. The material will be supplied to the designated installation company free of charge. Only the costs for the installation must be paid by consumer.

In order to consult the warranty conditions, we reserve the right to make an appointment to inspect the damage on site.