

## CONGRATULATIONS ON YOUR PURCHASE OF A SCHEUCHER QUALITY PRODUCT

Highest precision in production guarantees the unique quality of Scheucher parquet. True to the principles of Scheucher Holzindustrie GmbH, every single stage of the manufacturing process is geared towards using our natural resources in the most sustainable ways and applying the highest standards of environmental protection. These principles make it possible to provide you only with first-class quality products.

# WARRANTY CERTIFICATE

## PRIVATE SECTOR

### WARRANTY CARD

**Dealer:**

Street:

Zip code / city:

Phone:

Signature of salesman /  
company stamp:

Purchase receipt number / date :

Product (Brand / product name):

Place of installation / address:

**Name of warrantee:**

Street:

Zip code / city:

Phone:

Signature of warrantee:

Date of installation:

Warranty period:            years

**30 years warranty period for floors  
of Scheucher in the private sector**

**WOOD**flor NOVOLOC® 5G

**MULTI**flor NOVOLOC® 5G

**MULTI**flor 700 T+G

**ELEVATION**

**BILA**flor® 500|1000|1200





**SCHEUCHER®**

## General Terms and Conditions of Warranty

### 1. General Warranty Terms

- a. Scheucher Holzindustrie GmbH, Zehendorf 100, 8092 Mettersdorf (FN 66065f), Austria, grants a warranty on the parquet floor(s) specified in the Warranty Card in accordance with these General Terms and Conditions of Warranty. The Warranty Card has to be completed by the dealer and must show the date of purchase and the dealer's stamp and signature.
- b. This warranty only applies to the parquet floors listed and confirmed in the Warranty Card.
- c. This warranty is in addition to, and has no impact on statutory rights of the purchaser under the applicable national law.
- d. The warrantee declares that they understand and accept the General Terms and Conditions of Warranty.
- e. Any warranty rights of the purchaser are conditional upon the adherence to the installation instructions (attached to each package) and to the care and maintenance guidelines (available in store or on: [www.scheucherparkett.at/en/downloads](http://www.scheucherparkett.at/en/downloads))

### 2. Scope of Warranty Coverage

- a. This warranty applies to the parquet floors listed below and is granted for the periods specified below. All warranty periods commence from the date of purchase. This warranty covers defects resulting from material and manufacturing, but does not apply to any of the cases mentioned in section 5. of these Terms and Conditions.

Warranty period for floors in the private sector

WOODflor NOVOLOC® 5G: 30 years

MULTIflor NOVOLOC® 5G: 30 years

MULTIflor 700 T+G: 30 years

ELEVATION: 30 years

BILAflor® 500, BILAflor® 1000 as well as BILAflor® 1200: 30 years

- b. The products listed in section 2.a comply with the state of the art and are suitable for their intended purpose.

### 3. Warranty Period and Process

- a. The warranty period is specified in the Warranty Card. All warranty periods start from the date of purchase. Claims arising from this warranty have to be submitted in writing no later than 30 days after the detection of the defect.
- b. The timeliness of the claim shall be determined by the date of receipt at the place of receipt.
- c. A proof of purchase, the warranty card, photographs of the defect and a statement of facts must accompany the written claim.
- d. The warrantor undertakes an on-site inspection of the defective product within four weeks after the receipt of the claim in order to clarify if the defect is covered under this warranty. The warrantor and warrantee shall agree upon the date and time of inspection.
- e. In cases of doubt, the warrantor shall be entitled to commission an expert opinion. If the expert opinion rejects the claim, the warrantee shall bear the costs of consulting an expert. If the expert opinion finds that the defect is covered by this warranty, the warrantor bears the costs.

### 4. Warranty Conditions

- a. This warranty shall only apply to parquet floors properly used according to their intended purpose in either normal residential setting. The floors must be installed, maintained and cared for in accordance with the warrantor's instructions and recommendations.

- b. The installation instructions are attached to each package of the parquet. The maintenance and care guidelines are handed over to the purchaser on the day of purchase and are also available on [www.scheucherparkett.at/en/downloads](http://www.scheucherparkett.at/en/downloads)
- c. The purchaser or warrantee shall be obliged to follow the recommended storage, usage and maintenance guidelines.
- d. This warranty is not transferable. It can only be claimed by the purchaser whose name is written on the warranty card.
- e. In order to assert a warranty claim the warrantee shall provide the warrantor with a proof of purchase and the warranty card no later than 30 days after the detection of the defect (cf. 3a).

### 5. Warranty Limitations and Exclusions

- a. As natural products parquet floors show natural wood characteristics such as dents, warping, variations in colour due to the exposure to sunlight or gaps due to natural expansion and contractions. These and other natural imperfections are not covered by this warranty. In addition, the warrantor shall not be liable for variations in colour between the actual product and sample display or catalogue photographs.
- b. This warranty shall not apply to defects and damages due to improper and inadequate storage, transport, use, installation and maintenance, meaning that relevant Ö-STANDARDS were not applied.
- c. This warranty shall not cover water damages, impact damages (cuts, tears, scratches), damages caused by accidents, force majeure, insects and damages caused by lack of proper preventive care.
- d. This warranty shall not apply to floors installed despite obvious defects.
- e. This warranty shall not cover noises resulting from the natural characteristics of wood.
- f. This warranty shall not cover damages caused by unapproved modification or repair.
- g. This warranty shall not cover damages due to contamination.
- h. This warranty shall not apply to gaps due to fluctuations of humidity.
- i. This warranty shall not apply to damages due to the normal wear and tear.
- j. This warranty shall not apply to floors installed in wet rooms.

### 6. Fair Value

If the warranty claim is accepted as legitimate, the warrantor undertakes to repair the floor or, at his discretion, provide the warrantee with a replacement product.

The value of the warranty is determined by the fair value of the product. To calculate the fair value, the original value shall be reduced by 3,33% per annum (30 years). The warrantee has to bear the difference in costs.

If the product in question is no longer available, the original value is determined by the value of a comparable successor product at the warrantor's sole discretion.