

## Congratulations on your purchase

You have chosen a wood floor, made from three layers of glued wood. This warranty card contains information on the conditions for granting a warranty on the floorboard. Detailed information and guidance on installation and maintenance are included in the Installation Instructions attached to each package of the product (pack of floorboards) and in the form of instructional videos available on our website [www.barlinek.com](http://www.barlinek.com). The warranty conditions are available at sales points and on the website [www.barlinek.com](http://www.barlinek.com)

# Warranty Card

Warranty card for 3-layer floorboard

## 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)

place of installation /address/ .....

Warranty period:

- 30 years for the Senses collection
- 25 years for the Tastes of Life collection
- 20 years for the Pure, Decor and Life collections
- 5 years for non-catalogue and catalogue sale items
- 5 years for products installed in public facilities



*seller's signature and stamp*

In the event of any complaints, provide the proof of purchase and a photocopy of the warranty card with your claim, and present it to the seller or directly to Barlinek SA.

[www.barlinek.com](http://www.barlinek.com)



For one pack  
we plant one tree



Bartek the Oak  
in our care



We are saving  
the peregrine falcon

# Barlinek SA based in Kielce, a producer of natural wood three-layer engineered wood flooring, guarantees the quality of the purchased Barlinek floorboards.

## 1. General Warranty Terms

- 1.1. Barlinek S.A. (the Guarantor) with registered headquarters in Poland at 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 warranty is valid in the Republic of Poland. Extension of the warranty to the territory of other states requires the Guarantor's written consent.
- 1.5. The present warranty does not in any way exclude, limit or suspend the Purchaser's rights arising from the regulations concerning warranty for defects in items sold, nor those arising from the generally applicable domestic legislation appropriate to the sales agreement.
- 1.6. The party authorised and making use of the present warranty hereby declares that they understand and accept its content.

## 2. Subject of the warranty

- 2.1. The warranty applies to wooden floorboards with a three-layered glued construction (the Product). The validity period of the warranty runs from the purchase date and is:
  - 30 years for the Senses collection
  - 25 years for the Tastes of Life collection
  - 20 years for other catalogue Products (Pure, Decor and Life series)
  - 5 years for non-catalogue and catalogue sale items
  - 5 for Products (regardless of the collection or series) installed in public facilities in the understanding of the provisions of the Ordinance of the Minister of Infrastructure of 12.04.2002 regarding the technical conditions which should be met by buildings and their locations (Journal of Laws 2002, no. 75, item 690).
- 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 stability of individual elements
  - quality of the finish of parts (dimensions, matching of parts) in accordance with standard EN 13489:2004 "Wood Flooring - Multi-layer Parquet Elements"

## 3. Warranty conditions

- 3.1. The warranty on the Product is conditional upon adherence to the principles and instructions concerning storage, installation, care and use of the wood floor as contained in
  - Installation Instructions attached to each package and available in the form of instructional videos available on the website [www.barlinek.com](http://www.barlinek.com).
  - "Use of lacquered wood floors" or "Use of oiled wood floors", depending on the type of finishing of the floor's surface layer, available on the website [www.barlinek.com](http://www.barlinek.com) or from the seller.
- 3.2. Proof of purchase of the floor must be presented to make use of the entitlements from the warranty. In addition, the Purchaser shall present a properly completed warranty card stamped by the Seller.
- 3.3. It is recommended that the Product is installed by qualified professionals, who have the appropriate equipment and parquet laying knowledge. A list of Barlinek S.A.'s authorised fitters is available on the website [www.barlinek.com.pl](http://www.barlinek.com.pl). This condition is not necessary to retain the warranty rights.
- 3.4. In the case of installation of a Product from the Senses or Tastes of Life collections, and Pure, Decor or Life series by an authorised fitter of Barlinek SA, the validity period of the warranty is extended by 10 years. An extension of the warranty is conditional on the Purchaser having a Product installation certificate issued by an authorised Barlinek SA fitter and signed by the Purchaser.

## 4. Not covered by this warranty

- 4.1. When buying a product made from 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 the wood, and differences in the distribution or frequency of natural characteristics of wood between the Guarantor's sample display or catalogue photographs, and the product bought by the Purchaser are not covered by the present warranty.
- 4.2. This warranty also does not cover:
  - a. changes to the lacquer or oil layer or the surface layer of the Product resulting from normal use of the floor and natural wear and tear,
  - b. mechanical damage or scratches caused by cleaning, maintenance or use contrary to the Installation Instructions and the terms and conditions of use of lacquered or oiled floors, depending on the type of finishing of the Product's surface layer.
  - c. changes to the colour of the wood caused by the sunlight,
  - d. defects caused by improper installation or use of the floor in conditions inconsistent with those included in the Installation Instructions or the usage conditions for lacquered/ oiled floors,
  - e. a Product installed on a underfloor heating with parameters inconsistent with those stated in the Installation Instructions, if this has caused the damage,
  - f. missing filling in knot cavities in brushed floorboards which is characteristic of this type of finishing of the Product's surface layer,
  - g. a Product which was installed despite being defective,
  - h. creaking of wooden floors resulting from the natural properties of the wood,
  - i. modification or repairs to the Product by the user if the work has not been agreed in writing with the Guarantor,
  - j. mechanical damage caused during transport, except transport carried out by the Guarantor or commissioned by him.

## 5. Reporting defects

- 5.1. Claims should be submitted in writing or by email within one month of the defect appearing, describing the basis for the claim in as much detail as possible.
- 5.2. The claim may be submitted to the seller from whom the Product was purchased, or directly to the Guarantor. The claim should include the documents in accordance with pt. 3.2 of this warranty (scans or copies of the documents), and as far as is possible also photographic documentation of the floor being claimed for.
- 5.3. In the event that the claim is submitted directly to the Guarantor, it should be addressed to: Barlinek SA, 25-323 Kielce, Al. Solidarności 36 or by email to [reklamacje.kielce@barlinek.com](mailto:reklamacje.kielce@barlinek.com) or [biuro@barlinek.com.pl](mailto:biuro@barlinek.com.pl)

## 6. Complaint procedures

- 6.1. In order to verify the validity of the complaint, the Guarantor reserves the right to inspect the floor being claimed for at the location where it is installed or stored at a previously agreed time.
- 6.2. The claim will be resolved within 2 weeks of being submitted to the Guarantor. In the event that it is necessary for an inspection to be conducted at the Purchaser's premises, the claim will be resolved immediately after this, but no later than 2 weeks after completion of the inspection.
- 6.3. The Guarantor will provide information in writing or by email about the manner in which the claim is to be dealt with.
- 6.4. In the event that the claim is considered valid, the Guarantor may choose to
  - replace the faulty product with a product free of defects,
  - rectify the defects discovered free of charge,
  - pay financial compensation in the event that it is impossible to rectify the defect, or that this would involve inordinate costs considering the value of the fault-free Product and the type and seriousness of the fault discovered.