

Conditions of guarantee for our wood floors products

EXPERT PARCHET is only responsible for manufacturing faults. This guarantee is valid for 10 years from the moment of purchase. The invoice is proof of purchase date.

The appearance of color changes, the occurrence of openings and/or open seams, surface variations and malformations, for example from natural aging of the floor, climatic changes or use, are not covered by this guarantee.

The wood floor must be correctly installed according to the EXPERT PARCHET installation instructions. The guarantee covers normal use of the floor but is null and void if the floor is installed in damp or humid spaces.

Floor components that show visible abnormalities should not be installed. These floor components can be exchanged for free. Floor components that are installed despite visible defects do not fall under the guarantee.

Our wood floors parquet is liable to normal wear and tear not covered by this guarantee. Only abnormal wear is covered by the guarantee. Exclusions: scratches, dents from heavy objects, damp damage as a result of unsuitable use, maintenance or accidents. If you believe there is a defect that falls under this guarantee, you must inform your dealer within 15 days of the discovery of the defect. Send a copy of your purchase invoice with your letter. The guarantee given is only valid for the floor components supplied. This means that the manufacture cannot be held liable for labour costs, man-hours, the cost of additional materials or other loss incurred.

Should a dispute arise about the EXPERT PARCHET guarantee, each party can appoint an independent expert to offer binding advice concerning the floor components supplied. If this clause has to be invoked, the cost price of such expertise shall be agreed in writing and in advance between the parties involved. Any causes of damage and/or damage-causing components must be kept and made available to EXPERT PARCHET if required. The guarantee period will not be changed once a complaint has been recognized and resolved.

If the guarantee is applicable, EXPERT PARCHET will resupply the defective floor components or offer compensation. If the product in question is no longer available, EXPERT PARCHET guarantees that it will be replaced by an alternative product of the same quality. The guarantee is automatically nullified if the floor components are renovated or repaired after installation. In the case of a guarantee claim, the total guarantee period is not extended. Neither does the guarantee period recommence for the replacement or repaired part of the products. EXPERT PARCHET must in any case be given the opportunity to repair the arising damage itself in a manner of its choosing or have it done by a third party.

In the event of a complaint, the beneficiary shall prove that at the moment of initial use of the product, the assembly and installation was carried out according to professional standards and was accepted by him without reservation.

At the request of EXPERT PARCHET, all documents concerning the initial use (such as order confirmations, invoices, installation plans, etc.) will be submitted to EXPERT PARCHET. Romanian law is applicable, with the exception of the Vienna Convention of International Sale of Goods. The commercial court of CLUJ-NAPOCA will be the only competent legal body insofar as the beneficiary is a retailer or a legal person.

The guarantee is not valid in the following cases

Installing faults if we don't do install are not covered.

The floor is not installed according to the EXPERT PARCHET installation instructions.

The defects were visible before the floor was installed.

The problems are the result of humidity or water damage or other causes resulting from force majeure .

The defects and/or faults are the result of incorrect storage, usage or careless handling and use for another purpose than intended, as well as ignoring maintenance instructions or warnings.

Optical faults resulting from the malformation of the panels by altered climatic conditions, in case of color changes due to the effect of sunlight and the consequences of normal aging and/or wear and tear of the top layer.

Stains or mechanical damage on the surface (dents, scratches, etc.) arising from careless treatment during transport, storage, and in case of damage as a result of stiletto heels, furniture, stones, sand, pets, etc.