



JASPER EUROPEAN HARDWOOD FLOORING WARRANTY

RESIDENTIAL WARRANTY 25 YEARS

Product

Thank you for choosing Jasper for your new floor. Store the boards in the room where they will be installed for at least 48 hours. Leave the boards in their unopened packages before starting the installation. This floor can only be used in dry rooms with normal temperature and air humidity. This floor is to be nailed or stapled down to the plywood subfloor. Because we are sure that this floor will perform extremely well for a long period of time if it is taken care of properly, we warrant its performance for the first 25 years (see conditions hereunder).

Warranty Conditions

1. This warranty covers domestic use only.
2. The supplier is responsible for manufacturing defects.
3. The warranty lasts for 25 years starting from the date of purchase. The original invoice is proof of date of purchase.
4. Flooring must be installed correctly according to the above mentioned instructions. The warranty covers normal residential use. The warranty does not cover the use in damp and wet spaces, such as conservatories, bathrooms and kitchens.
5. Floor boards showing visible defects should not be installed. It is the responsibility of the owner/fitter to deselect these boards at the time of installation. These boards are to be allowed for in the 5% tolerance allowance. Boards with visible defects that are installed as such are excluded from this warranty. Colour and grade de-selection are considered personal choice and not a defect in manufacture.
6. Finished flooring, i.e. lacquered, stained, oiled, brushed, or other finished flooring is subject to normal wear and is not covered by this warranty, i.e. if you don't maintain the floor correctly, the warranty is null and void.
7. Excluded under this warranty are: scratches, heavy impacts, humidity, and damage caused by incorrect use or lack of correct maintenance. Also excluded is fading due to sunlight and other sources of UV, as the colour changes as a natural process for any hardwood floor when exposed to light. It is not a manufacturing fault.

Since hardwood is a natural product, it will expand and shrink with the variation of humidity / heat in its environment. The small gaps that appear as a consequence are normal and not a defect. Cracks and / or splits must be visible during the time of installation and must be deselected and not installed for the warranty to apply. Once the floorboards are installed, the warranty coverage is no longer applicable as cracks and/or splits may result from various external factors such as humidity changes.

8. If you have a defect which falls under the conditions mentioned in this warranty, and all the precautions mentioned in the instructions have been followed and the defective pieces are not up to the industry standard, report this to BuildDirect in writing within 14 days after detecting the defect. In your letter you should include a copy of the invoice.

9. The warranty provided only relates to the floor boards supplied, consequently it does not include labour costs, the costs of additional

material and any other consequential loss. Jasper or its distributor will replace defective wood that does not meet the industry standards as long as the wood has not been installed.

10. In case of a dispute arising from the warranty, either party may call upon an independent expert to render binding advice. In the event that this clause is applicable, the cost of same shall be agreed on in writing by all parties involved in advance.

11. The 25 year warranty period will continue from original date of purchase and will not be affected by subsequent resolution of any complaint.

12. Where the warranty applies, Jasper or its distributors will replace the faulty floor boards. In case the product in question is no longer available, Jasper will ensure replacement by an alternative product of the same quality.

13. This warranty shall apply only to the original owner/purchaser of this wood floor.

Warranty Exclusions

Warranty will not be applicable in the following cases: The floor not having been fitted in accordance with the instructions by a properly qualified fitter. The faults were noticeable prior to the floor being fitted. Defects and/or faults having arisen due to dampness and/or water damage or any other causes as a result of force majeure. Defects and/or faults having been caused by improper use or negligence and failure to use the product for its intended purpose, as well as having been caused by having disregarded the instructions with respect to installation, use and maintenance. Visual faults having arisen as a result of any deformation of the floor boards due to changed climate conditions, any variations in colour due to the influence of sunlight and the effects of regular aging and/or wear and tear of the finishing coat. Stains or mechanical damage of the surface (scratches and dents etc.) resulting from improper treatment during transport, storage and any damage caused by stiletto heels, furniture, stones, sand, pets etc.

Warranty Claim Procedure

Claims must be filed in writing and sent to BUILDDIRECT within six (6) month of appearance of defect. BuildDirect reserves the right to inspect the product. No alteration, replacement or repair may be carried out during this thirty-day (30) period. Failure to comply with this stipulation will make the warranty null and void. In obtaining refund or replacement, the original owner must submit its claim along with this warranty certificate, original purchase invoice noting purchase date, pictures of defective products and a detailed description to:

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