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Warranty Document

Heywood Vloeren gives 5 years warranty on its **ENGINEERED BOARD** products against the delamination of the top-layer from plywood and the delamination of the plywood itself. In case our Engineered Board products are used in combination with Sub-Floor Heating System, this warranty will be applicable only if the following conditions are met:

- 1 Keeping the Humidity Ratio in the room between 40% and 65%. If the Humidity Ratio is too low, cracks might form.
- 2 Having a 30 mm thick cover on water pipes so that the heat is equally distributed. The contact temperature of the cement screed must not exceed 28°C.
- 3 Heating the room at a steady temperature.
- 4 Increasing and decreasing the temperature gradually. In winter, raise the temperature approximately 1 to 2°C every day.
- 5 Not placing any rugs on top, or cupboards with no space underneath.

Heywood Vloeren is responsible to deliver the buyer the products corresponding with the specifications as described in the order confirmation. Therefore, the customers are recommended to check the quantity and quality of the delivered products. Regarding the shortages or visible defects, the complaints must be reported to Heywood Vloeren in written at latest within 20 days after delivery date. Heywood Vloeren will take responsibility to remove the problem(s) by replacement of the delivered products or remedy of the defect boards only if it is confirmed by both parties (Heywood Vloeren and the buyer) that the deficiencies have been generated during the production process.

The person who fits the floor should carefully inspect the boards before installation. Any defect board should be put a side to be returned to the place of origine (Heywood Vloeren Company).

The boards which do not meet our standards will be replaced free of charge. Wooden flooring is a natural product, Therefore the reaction of each piece of wood to the treatments is different. The result of this different reaction will cause variation in color. Such variations are not covered by this warranty.

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On instruction of Heywood Vloeren, the buyer must remove all the factors which might cause damages to the delivered products and store them in a suitable place with proper humidity (between 40% and 65%) and temperature (between 15°C and 25°C). In varying conditions (humidity and temperature), wood shrinkage and expansion will happen. If the storage of the delivered products is not done in a proper way, this warranty will not be applied.

If it becomes clear that a third party, without Heywood written permission or consent, has done some repairs or changes or even extra treatments on the delivered floor, then each and every warranty obligation which is on the part of Heywood Vloeren shall expire.

The warranty obligation is applicable only if the buyer performs his/her obligations according to the relative agreements with Heywood Vloeren.

If the deficiency happens during the transportation or during the fitting of the floor, Heywood won't be responsible for solving the problem or paying any compensation.

In case of using our Engineered Board products in combination with Sub-Floor Heating System, if the above mentioned conditions are not met, this warranty will not be applied.

Cracking that does not exceed the quality description by more than 10% is not covered by the warranty.

How to protect your floor:

- 1** Keep the indoor humidity ratio between 40% and 65%. this will prevent your floor from cracking, splitting, discoloring, crooking and delamination.
- 2** Use protecting pads under all furniture legs.
- 3** Use a damp cloth to clean your floor.
- 4** Dont replace the heavy things such as furniture by pulling or pushing them. always take them off the floor and replace them.
- 5** Remove the spills from the top of your floor immediately.
- 6** Remove the dirt, grit and sand from the top of your floor immediately.
- 7** Use a rug (with slip resistant) on High traffic areas to eliminate the erosion of the floor.
- 8** Protect your floor from direct sunlight.
- 9** Dont let water stand on your floor.