

The parquet floors produced by Volunta Parket are guaranteed for 5 years from the date of purchase (being indicated on the invoice provided by the retailer).

### **Nature of the guarantee**

The guarantee applies to all parquet floors manufactured by Volunta Parket and is applied only for manufacturing defects.

It applies only within the framework of a domestic use (in interior and exposed to a normal traffic) and not for an installation in public places and/or commercial areas. The guarantee is valid for the parquet floors produced by Volunta Parket, which were installed and maintained in accordance with the recommendations of Volunta Parket. Damage caused during transport, stocking and installation are not covered. Guarantee comes into force when more than 5% of the quantity ordered and delivered is defective.

Concerning usage of the other parquet floor finishings: Volunta Parket will not be able to apply its committed responsibility in the event of problem resulting from the finishings applied, except ones applied by producer.

### **Conditions excluding the warranty of Volunta Parket**

- Installations not performed by professional installer; all boards must be inspected before the installation; the defective boards will be replaced free. Any parquet floor installed is accepted in conformity.
- Installations in insufficiently prepared areas (the support must be dry, clean, plan and smooth at the time of the installation) and ventilated (the ambient temperature must ideally be located around 20°C and the humidity in the air must be between 50% and 60%);
- Installation in wet areas (bathrooms, kitchens) or in outside;
- Extreme ambient conditions (heat, moisture) or sudden notable variations of temperature (including the sudden variation of temperature in case of an installation on underfloor heating); the temperature and the hygroscoy of the areas in which the parquet produced by Volunta Parket is installed, must be stable and in conformity with the recommendations related to the installation.
- Application of chemicals or cleaning products other than those recommended by Volunta Parket;
- Changes of the color due to the exposure to light. Wood is living material, not uniform, each board is individual. It can have significant variations of colors, structures. Volunta Parket cannot in none case guarantee the exact counterpart of the samples presented in store.
- Fair wear and tear of the parquet floor;
- External cause (shock, displacement of pieces of furniture without protection (felts), high-heeled shoes, fall of objects, fire, vandalism, damage of water of any nature, contact with various liquids or any harmful materials, etc...);
- Damage caused by sand or gravel.

### **Extension of the guarantee**

No service can prolong the period of the guarantee indicated. The beginning of the negotiations between Volunta Parket and the owner of the parquet floor, to clarify the presence of a manufacturing defect of the product, cannot in none cases to be regarded as the recognition of a legal engagement.

The costs related to the possible removal and the re-installation of whole or part of the delivered parquet floor and confirmed defective by Volunta Parket are excluded from the liability.

### **Details of implementation of the guarantee**

This guarantee is only applicable to the parquet floors produced by Volunta Parket.

Any manufacturing defect must be announced in writing to the retailer of Oscar Ono. The retailer will transmit the request to Volunta Parket by registered letter. The original invoice proving the purchase of the product will have to be enclosed to the claim, as well available photographic highlighting of the defect.

If the retailer cannot satisfy the request, the claim will have to be addressed directly according to same methods' to Volunta Parket (addresses below).

If the claim is accepted, Volunta Parket will take actions necessary to carry out the replacement of the quantity of parquet floor which was defected, without additional cost for the owner, but without giving either place to the payment of allowances.

Volunta Parket reserves the right to replace the parquet floor by a similar parquet floor (of equivalent value) if the reference concerned would not be available anymore.