

## Bespoke Woodflooring Engineered Oak Flooring UK Warranty

### UK Warranty

1. Bespoke Woodflooring is responsible for manufacturing defects.
2. The warranty lasts for 50 years starting from the date of purchase. The original invoice is proof of date of purchase.
3. Bespoke Woodflooring planks must be installed correctly according to the above instructions. The warranty covers normal use.
4. The warranty does not cover the use in damp and wet spaces, such as bathrooms.
5. Any board showing visible defects should not be installed. It is the responsibility of the owner/fitter to deselect these boards at time of installation. Any boards with visible defects that are installed despite these instructions are excluded from this warranty.
6. Finished flooring, i.e. lacquered, stained, oiled, brushed, or other finished flooring, is subject to normal wear and anything considered normal wear and tear is not covered by this warranty
7. Excluded under this warranty; surface scratches, heavy impact indentation, problems that are caused by damp or humidity, and damage caused by incorrect use or lack of correct maintenance.
8. If you have a defect which falls under the conditions mentioned in this warranty, you should report this to your supplier in writing within 14 days after detecting the defect. In your letter or email you should include a copy of the invoice and any pictures if available.
9. The warranty provided only relates to the flooring supplied - it does not include labour costs, the costs of additional material and any other consequential loss.
10. In case of a dispute arising from the Bespoke Woodflooring warranty, either party may call upon an independent expert to render binding advice. The cost of this will be borne by the customer and will be refunded if the expert deems there is a manufacturing fault with the flooring.
11. The 50-year warranty period will continue from original date of purchase and will not be affected by subsequent resolution of any complaint.
12. Where the Bespoke Woodflooring warranty applies, Bespoke Woodflooring or its distributors will replace the faulty flooring. In case the product in question is no longer available, Bespoke Woodflooring 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.

### When the Warranty will not be Applicable

We may not be able to guarantee your floor;

1. If you have purchased inferior quality ancillary items such as underlays, doorbars and adhesives from another source.
2. If the floor has not been installed in accordance with these instructions or by a properly qualified professional.
3. If the faults were noticeable prior to the floor being installed.
4. Where defects and/or faults that have arisen due to dampness and / or water damage or by any other instance because of force majeure.
5. Where 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.
6. Visual faults having arisen as a result of 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.