

Please read this warranty as it contains provisions that affect your legal right.

This warranty applies only to the original purchaser of prefinished BauBuche Flooring purchased after August 2014 with the Pollmeier imprint. It does not apply to unfinished BauBuche Flooring.

Product Use

BauBuche Flooring can be installed on and above grade. It may be nailed down with cleats over wooden subfloor (20 mm thickness only), using specially designed hardwood floor nailer, or it may be glued down on concrete (both thicknesses, 14 mm and 20 mm).

Warranty on Integrity of the Floor

Pollmeier warrants the structural integrity of the flooring. BauBuche Flooring will be free from defects in material and manufacture provided the installation procedures followed conform to those specified by Pollmeier, that all preventative or maintenance procedures prescribed by Pollmeier have been followed, and the use of the product meets the specifications provided herein. You must check the moisture condition of the subfloor prior to starting installation. Any problems caused by water from broken pipes, flooding or excessive subfloor moisture or excessive moisture/humidity in the area of the installation are not covered by this warranty.

Do not install over radiant heated floors.

Warranty on Floor Finish

Pollmeier warrants, to the original purchaser, that the surface finish, solvent-free UV-cured polyacrylate, factory applied on its prefinished BauBuche Flooring will not wear through or separate from the wood for a period of:

- _ **Twenty-five (25) years** from the date of purchase, under **normal residential use**, or
- _ **Five (5) years** from the date of purchase, under **light commercial use**, such as business offices, clothing and/or toy stores (or any non-food service stores).

There is NO finish warranty on hardwax-oil finish.

Exclusions and Limitations to Warranty

In addition to any warranty limitation enumerated above, the following exclusions, limitations and terms apply to Pollmeier's warranty:

1. Renting or leasing the area where the floor was installed.
2. If Pollmeier determines in its sole discretion that the flooring has developed indentations, scratches, stains or is otherwise damaged due to neglect, fire, water, moisture, excessive heat, excessive dryness, erosion, pebbles, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, colour variations, naturally occurring wood characteristics, failure to follow all the manufacturer's written installation and/or maintenance instructions, improper maintenance (including use of detergent, furniture dusting spray or any other floor care products), wet mopping, insufficient protection, abuse, mis-use or improper alterations of the original manufactured product.
3. If there is a failure to follow Pollmeier's installation instructions, not maintaining proper humidity conditions, insufficient protection or improper alterations.
4. If your floor has been discolored due to regular exposure to sun. Area rugs will block sunlight and therefore should be moved around to avoid discoloration – this is not a defect. The surface wear must be visible. At least 10% of the floor surface must be affected. A change in gloss shine is not considered surface wear. White stains and pastel colours will yellow faster than other finishes.
5. Color variations in wood flooring are a natural occurrence due to species, age or character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
6. Pollmeier is not responsible for color variation of product or samples for the consumer matching flooring to other wood products such as cabinets, stair railings, trim and moldings.

7. Naturally occurring wood characteristics such as variations in grain, colour, mineral streaks and knots are not considered defects.
8. If your floor has not been maintained at the recommended humidity level. Wood flooring is a natural product and will shrink in the winter from the dry heat and expand in the summer from the humidity. Always maintain a humidity level of 45%. This may require a humidifier in the winter and a dehumidifier in the summer. This warranty does not cover natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
9. It is the responsibility of the installer and/or the owner to inspect boards prior to installation. Pollmeier accepts no responsibility for costs or product or labour when boards with visible defects have been installed.

General

Pollmeier warrants that if any aspect of our floor fails to satisfy the warranties listed above, Pollmeier will, at its option, replace the defective product with the same product or another of equivalent value. It will be up to Pollmeier to determine the most appropriate remedy to pursue.

This warranty is valid from the date of purchase. The original consumer must notify Pollmeier or its representative of any problem with the flooring products, in writing, within thirty (30) days from the date that problem occurs. The original invoice must be provided.

In the event of a warranty claim, Pollmeier or its representative reserves the right to examine the floor and remove samples in order to determine the appropriate course to follow. Any attempt to repair, refinish or replace any defective product prior to such examination will void this warranty. Should there be any doubts about a piece of flooring as to manufacture or factory finish or grade, do not install the piece.

BauBuche Flooring is manufactured in accordance with accepted industry standards which permit a defect tolerance which should not exceed 5%. Such defects may be of a manufacturing or natural type. Concerns about the grade should be directed immediately to the place of purchase for review by Pollmeier or its representative. Unless otherwise precluded by the laws in your country, state or province, the above warranties are the complete warranties offered by Pollmeier, and are in place of all other express and/or statutory warranties and Pollmeier does not assume any liability for any indirect incidental or consequential damages, also costs or expenses of any kind. This limited warranty gives you specific legal rights.

Pollmeier has sole discretion to determine whether any product is subject to an exclusion or is defective. No installer, retailer or distributor has the authority to alter the obligations or limitations of any Pollmeier warranty.

If you are not satisfied with your floor and feel that one of the above warranties has not been satisfied, please file a claim with the company or dealer where you purchased your flooring. If that company or dealer is unable to resolve the matter, please send a claim form to Pollmeier Leimholz GmbH, Rueschfeld 131, 33397 Rietberg, Germany, for processing. This claim form has to be requested by email (rietberg@pollmeier.com) from Pollmeier Leimholz GmbH. The sole remedy provided herein is the repair, refinish or replacement of the defective product. If the product cannot be replaced by Pollmeier after a reasonable number of attempts, Pollmeier will, upon request, refund the original purchase price of the defective floor on a pro rata basis. Under no circumstances shall Pollmeier be responsible for any direct or indirect expenses including labor costs. This warranty is limited to one replacement with the same product or another product of equal value at Pollmeier's sole discretion. This warranty only applies to the original purchaser and installation site and is not transferable.

BauBuche Flooring

Warranty disclaimer

No warranty exists with respect to Pollmeier BauBuche Flooring, except for manufacturing defects. Pollmeier offers a limited warranty for its finish and does not offer a warranty for its hardwax-oil finish. Pollmeier warrants that its finish will be free from defects in material or manufacture. Pollmeier warrants its floor finish for 25 years under normal residential traffic conditions and 5 years under light commercial conditions, as described in Pollmeier's website. Pollmeier's warranty is applicable only to the original owner of its prefinished wood products. Pollmeier's warranty is limited to providing the original owner with repair, refinish, or replacement of the finish, at Pollmeier's sole discretion. For further information and up to date information regarding Pollmeier's warranty disclaimers, exclusions, installation instructions and requirements, and conditions, please visit www.pollmeier.com

© Pollmeier Leimholz GmbH, Rüscheid 131, 33397 Rietberg, Germany
Errors and misprints reserved