

Warranty conditions

Warranty on planeo Parquet Flooring - Noble Wood Herringbone

I. Warranty cover: planeo provides a warranty, over and beyond statutory rights under § 437 of the German Civil Code (replacement, cancellation of contract, reduction of purchase price and compensation), under the following warranty conditions. The aforementioned statutory rights, the use of which is free, are not restricted by this warranty. planeo provides a warranty for the durability of the multilayer product structure relating to pressing and fusing the single layers with one another. The warranty does not cover any damage caused by incorrect treatment and use. In particular, any load or wear on the flooring that is not the purpose for which the flooring was intended, mechanical damage caused by furniture, pets etc. such as dents and scratches, for example. Visual damage such as joints, changes in colour due to exposure to light and the deformation of individual planks caused by seasonal room climate conditions are also not covered. Damage as a result of insect infestation, improper care, cleaning or maintenance of the surface and surface coating, specifically chemical damage or damage caused by the penetration of moisture is also not included. The warranty applies exclusively to first choice products and use in private living areas subject to normal wear up to heavy-wear areas, with the exception of humid rooms, such as bathrooms or saunas, or use in commercial areas with normal wear, e.g. offices, waiting rooms, boutiques etc. (corresponds to the range of application of wear class 32). Special warranty conditions apply for the USA and Canada. This warranty does not apply in said regions.

II. Warranty period: The warranty period is in accordance with the warranty time stated for each individual product and for the concrete type of use described, after the appropriate date of purchase respectively.

III. Warranty conditions: The flooring must have been fitted in accordance with the installation instructions enclosed in every third product package or that can be found on the internet in the permitted areas of use named within the instructions. In particular, information in the installation instructions about checking the humidity of subsurfaces and the installation on underfloor heating must be observed. The floor must also be maintained and cleaned according to the care instructions enclosed with the product. If these installation or care instructions are missing and/or incomplete, the claimant is obliged to request this information from their specialist retailer or directly from planeo before fitting the flooring. In addition, it should

be noted that the surface coating is a protective layer for the wooden wear layer underneath it and is subject to normal wear. Therefore, the warranty does not cover wearing down of this coating. If signs of wear appear, the surface must be renewed in good time, properly and to the required extent by a specialist company. Therefore, the warranty does not cover damage resulting from incorrect installation, incorrect care or cleaning or a failure to expertly renew the surface coating in good time.

IV. Reporting a warranty claim: Any complaint must be made in text form to planeo (e.g. as a letter sent via the postal system, a fax, or an e-mail), enclosing a copy of the original invoice from the specialist retailer, which serves as a certificate of warranty. If it is not possible to present the original specialist retailer's invoice, any claim under the warranty is excluded. Once the claim is received by planeo, it must notify the customer within four weeks whether a warranty claim has been acknowledged. If no notification is given within this period, the warranty claim is deemed to have been rejected. During this period, planeo or a third party employed by them must be granted access to the flooring that is the subject of the complaint on site in order to investigate whether the claim is justified.

V. Scope of the warranty: When a warranty claim is acknowledged, planeo will at their discretion repair the faulty plank or alternatively provide replacement material of the same quality, if at all possible from the same range, for the respective room in which the problem has occurred. The provisions in accordance with § 439 (2), (3), (5) and (6) sentence 2 and § 475 (5) of the German Civil Code shall apply to this claim.

VI. Limitation of warranty: The warranty period is not extended by a warranty claim. Claims under the warranty expire six months from the date of planeo receipt of the customer's written complaint (see IV.), but no earlier than the expiry of the warranty period.

VII. Choice of law: This warranty is subject to German law, to the exclusion of the United Nations Treaty governing contracts for the international sale of goods. However, this does not affect the legal provisions regarding the limitation of the choice of law; in particular and in accordance with Art. 6 (2) of EC Regulation (EC) No. 593/2008 (the "Rome I Regulation"), the beneficiary of the warranty can, irrespective of the choice of law and in accordance with Section 1, invoke the mandatory protection of the law that would apply in the absence of this choice of law.

