

PI Import SA guarantees BambooTouch® flooring products for 30 years

The following warranty conditions apply to all products in the BambooTouch® flooring range. These warranty conditions apply to the **commercial warranty** offered by BambooTouch® for any manufacturing defects.

The **commercial warranty** is offered in addition to the legal warranty of two years, as provided for in art. 1649bis to 1649 nonies of the former Civil Code, which gives consumers a right of recourse against the seller in the event of a lack of conformity of the consumer goods.

In any case, the commercial warranty only covers hidden defects inherent in the goods and in no case the defects that would result from the installation or handling of the product.

BambooTouch® is a registered trademark of PI Import SA, which, as importer, assumes this commercial warranty.

### Application of the commercial warranty and warranty exclusions

- This commercial warranty covers only **production defects** in this product.
- Not exhaustively, are thus excluded from this warranty the defects resulting from :
  - ✓ Incorrect storage, insufficient acclimatization, misuse, accident, force majeure, external damage.
  - ✓ Color changes, light discoloration, surface cracks caused by moisture, deformations.
  - ✓ Damage caused by improper installation, inadequate cleaning, lack of maintenance
  - ✓ Installation on a damp screed.
  - ✓ Marks left by sharp object, animal claws, screwdrivers...
  - ✓ Negligence.
  - ✓ Natural wear and tear and normal deterioration.
- Failure to comply with applicable standards, the installation guide and/or technical data sheets and/or installation, maintenance and cleaning instructions will automatically result in the exclusion of the warranty.
- An oiled parquet flooring requires a first maintenance right after the installation, before the first use, as stated in our maintenance advice available on [www.bambootouch.com/en/advice](http://www.bambootouch.com/en/advice). Failure to comply with this procedure will automatically result in the exclusion of the warranty.
- PI Import SA is entitled to call an expert to make an independent assessment. In the event that PI Import SA should not be held responsible, the costs of expertise would be charged to the customer.
- Cracks may appear on BambooTouch® BamWood® floors. This is normal and inherent to the product. BambooTouch® Vertical and Horizontal floors may also crack slightly if the interior is too dry, due to excessively dry ambient air.
- Despite the extreme hardness of our floorings, puncturing is possible, especially for the BambooTouch® Vertical and Horizontal ranges. This phenomenon can under no circumstances be considered as a defect and does not give any right to the warranty.

### Conditions of execution of the commercial warranty : installation and maintenance

- The warranty will only apply if the flooring has been installed in accordance with the instructions of PI Import SA and installation in accordance with the regulations in force, the installation guide and/or the technical and installation sheets ([www.bambootouch.com/en/advice](http://www.bambootouch.com/en/advice)).
- The warranty will only apply if the maintenance has been carried out regularly in accordance with the technical data sheets and the maintenance and cleaning guides ([www.bambootouch.com/en/advice](http://www.bambootouch.com/en/advice)). The customer must provide proof of this (purchase invoice for products, etc.)

### Terms and conditions of the commercial warranty

- This commercial warranty applies in addition to the general sales conditions.
- The complaint must be made in writing and by registered mail with 20 days after the appearance of the defects.
- The complaint must be accompanied by a copy of the invoice and detailed description of the defect.
- Only the initial purchaser benefits from the BambooTouch® warranty under the conditions set out above. This warranty cannot be transferred to a subsequent purchaser.
- A complaint prior or concomitant to the installation will result in the replacement of the planks without any financial compensation.
- No claim will be accepted if the product defect was pre-existing and visible but the installation of the product was carried out in spite of this.
- The warranty does not cover damage to third parties.
- The warranty does not give any right other than that of replacement, to the exclusion of any compensation for any damage whatsoever.
- Should any defects appear after installation, PI Import SA reserves the right, at its discretion:
  - ✓ Or repair the defective planks
  - ✓ Or send replacement planks to the installer.
- The quantity of planks covered by the warranty and therefore eligible for replacement or repair is degressive up to 3.3% per year (domestic use) or 20% per year (commercial use).
- If the reference is no longer followed in the range, the product will be replaced by an equivalent/similar product from the BambooTouch® flooring range.
- A claim does not imply an increase of the warranty period.
- The costs of disassembly and installation, as well as other related costs, such as transport costs, are not covered by the warranty.
- This warranty replaces and supersedes all previous warranties issued by PI Import SA on the BambooTouch® flooring products.