

# WARRANTY

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## TERMS AND CONDITIONS

# WARRANTY GUIDELINES

Mikasa real wood floors are produced from carefully selected wood from across the world and are precisely manufactured to ensure they are free of defects. Each plank is meticulously inspected at all stages, before and after the finishing process, to ensure it complies with Mikasa's unwavering standards. Together with a complete care and maintenance programme we offer a wear warranty of 30 years. This warranty is an improvement on the rights covered by the customer in accordance with current national consumer legislation.

1. The warranty applies to pre-finished multi-layer wooden flooring (three layers or more) in Mikasa original packaging. The warranty applies to floors installed in homes and in accordance with Mikasa installation, care and maintenance instructions for the floor have been observed carefully throughout the warranty period.
2. The warranty covers wearing through the wear –layer of the multi layer boards. The wear layers consist of the surface treatment and the entire thickness of the hardwood.
3. The warranty does not apply in the case of lack of or insufficient maintenance, spot wear, scratches, negligent use, use contrary to Mikasa installation, care and maintenance instructions, other neglect, damage or special circumstances which can be attributed to the end user.
4. Instructions with regards to installation, care and maintenance are enclosed with the product when it is delivered. If the instructions are lost, a new copy can be obtained directly from Mikasa or the nearest dealer.
5. The warranty is only applicable to multi layer parquet boards which are manufactured by Greenlam Industries Limited.
6. The warranty is valid for thirty (30) years for Pristine - 15mm multi layer parquet, twenty (20) years for Arbor - 13mm multi-layer parquet and ten (10) years for Atmos - 10mm multi-layer parquet, from the date of purchase specified on the warranty certificate. Mikasa will remedy faults for which it is responsible as specified above free of charge by repairing the fault or supplying a new product at its own option. If the product sold cannot be manufactured any longer or is no longer in stock. Mikasa reserves the right to supply another similar product. The warranty does not cover any costs arising as a result of interference with anything other than the product in connection with dismantling or installation of the product or other costs or damage which arise in connection with appearance of the fault. Mikasa is not responsible for any damage occurring directly or indirectly or consequential losses from faults which are covered by the warranty.

Complaints in respect of faults which are covered by the warranty must be sent to Mikasa dealer without delay, usually within 14 days from the time the fault was first noticed and at the very latest 14 days after expiry of the warranty. If a complaint is not made in time, Mikasa warranty obligation lapses. The complaint must be accompanied by the warranty certificate, proof of purchase and a photograph of the damage.