

strong wood floors. warranty conditions (senses).

Version: 01/2023

BerryAlloc Senses (strong wood flooring) is guaranteed under normal domestic use conditions from the date of purchase by the original end user. The warranty is not transferrable.

Length of coverage (from date of invoice):

Residential 20 years	Product value depreciation																			
	100%	100%	100%	100%	100%	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	45%	40%	35%	30%	25%
	0-1	1-2	2-3	3-4	4-5	5-6	6-7	7-8	8-9	9-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20
Year use duration																				

The warranty covers defects in materials and/or workmanship that might appear.

The warranty is valid provided that:

- The floorboards were checked for visible defects prior to the installation. Planks with visible defects are NOT to be installed. Complaints for such defects will not be accepted after the installation.
- The product was stored and/or installed in accordance with the demands mentioned in the installation instructions of BerryAlloc.
- The product is used in defined domestic indoor areas in a climate of 18-25 °C with corresponding relative humidity of 30-60 % RH. The RH level needs to be regulated by using a humidifier/dehumidifier and using appropriate ventilation.
- The product is maintained in accordance with the Care & Maintenance instructions of BerryAlloc.
- The product has not been treated in any way after installation (e.g. polished or waxed).
- Installation in a room with direct access from outside, without using a large enough doormat in order to absorb moisture and dirt (abrasive substance).
- Installation of the floor in so-called wet areas (i.e. bathroom, laundry room etc.).
- Improper maintenance or use of unsuitable cleaning agents (proper procedures are found in the Care & Maintenance instructions of BerryAlloc).
- Strong chemicals (with corrosive substances) used during cleaning/repairing.
- Pet urine
- Flooding, standing water (with or without detergents) or trapped water between the BerryAlloc floorboards and the subfloor.
- Installation of the floor on underfloor heating with high temperature (older than 1990).
- Installation of the floor on underfloor heating w/o fully gluing it.
- Repairing the floor, done by the end user or some other party w/o previous notice and agreement with the manufacturer.

The product warranty does not cover damage to the product caused by:

- Transport and handling.
- Improper installation (proper procedures are found in the Installation instructions of BerryAlloc).
- Accidents, product misuse or product abuse, such as
 - cracks, blows and cuts caused by falling, dropped, cutting or grinding objects
 - scratches and finish damages caused by high-heeled shoes, sand, grit, animals, missing protection on furniture legs etc. (i.e. lack of precautions according to the Care & Maintenance instructions of BerryAlloc) or other abrasive materials regardless of whether these are caused by a contractor, service company or the end user.
- Wear and tear (aging), i.e. scratches, friction marks and similar marks in the floor surface.

NB: Differences in gloss which only can be seen in specific angles and in grazing light is not a valid cause of claim. It must at times be possible to expect creaking noises in the floor surface due to variation in the relative humidity.

Please remember that the installed wood floor may vary from a seen wood sample. Wood is a living material, each plank is unique, and the patterns, singularities and colours variations created by nature are completely normal.

All woods tend to «darken» or «lighten» upon exposure to light, this is a natural phenomenon. These nuances will fade over time by natural oxidation of the wood or under the effect of light, without however completely disappearing.

These changes are not covered by the warranty.



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What to do in case of an unlikely defect?

When noticing a defect, you should within 2 weeks be in contact with your dealer.

A filled out claim and self-assessment form (incl. production number from the backside of the plank, necessary photos and copy of the purchase receipt) should be submitted to BerryAlloc when reporting the claim.

If a product problem covered by the warranty is acknowledged by BerryAlloc, the manufacturer will offer a Credit Note based on the purchase price for the products concerned.

The product warranty does not cover any labour cost associated with replacement of damaged material covered by the warranty.

This warranty does not cover any consequential or special incidental charges, damages or losses.

This warranty grants you specific legal rights and you may also have other rights, which may vary from country to country.