

The **EuroClik** Collection

Limited Warranty

Real Wood Floors (hereafter "RWF") hereby warrants to the original owner that the factory applied finish of RWF brand EuroClik will not wear through or lose adhesion to the bare wood as a result of normal use for the duration of the warranty period, as stated for the EuroClik at the time of purchase. Diminished gloss, scratches and dents are not considered wear through of the finish. In the event the finish wears through or releases from EuroClik, RWF will, at its option, repair or replace the affected parts or area. The warranty applies to defects in excess of 10% of the total square foot purchased.

Warranty Period

Penthouse	Residential Use: 15 Years	Light Commercial Use: 5 years
Tower	Residential Use: 15 Years	Light Commercial Use: 5 Years
Podium	Residential Use: 10 Years	Light Commercial Use: 5 Years

The term of the warranty can be either 5, 10, 15 years. The term depends on the EuroClik range and the type of use (domestic, light commercial) and is pointed out in the technical specifications of the EuroClik. Only the term indicated above is valid at the moment of the delivery of the EuroClik.

If repair or replacement occurs within year 1 or 2, 100% of the EuroClik cost will be available for repair or replacement.

As from year 3, the warranty is degressive, by which the value lowers according the length of the use, along the following descending scales:

If the technical specifications point out a warranty of 5 years

Year 3 75%	Year 4 50%	Year 5 25%
------------	------------	------------

If the technical specifications point out a warranty of 10 years

Year 3-4 80%	Year 5-6 60%	Year 7-8 40%
Year 9-10 20%		

If the technical specifications point out a warranty of 15 years

Year 3-5 80%	Year 6-8 60%	Year 9-11 40%
Year 12-14 20%	Year 15 10%	

Radiant Heat Applications

This warranty does not cover radiant heat applications. For information about our warranty as it relates to radiant heat applications. For radiant heat applications please contact RWF for separate warranty documentation.

Proper Care

Flooring can be cleaned with a slightly damp cloth, you should avoid excessive water and the floor must be dried after cleaning. Flooring should not be cleaned by steam cleaners, carpet cleaners, polishes or any liquid cleaners not specifically approved by RWF

Warranty Exclusions

RWF warranties do not cover structural damage that results from EuroClik installed or maintained in environments with relative humidity outside the range of 40%-60%. Extreme moisture conditions, specifically dry environments, can damage the structural integrity of the flooring. Carefully read our installation guidelines for a complete list of acceptable jobsite conditions.

RWF warranties do not cover indentations, scratches, defects or damages caused by the failure to follow all of the manufacturer's installation procedures. Responsibility for inspection and approval of wood floors falls to the consumer and installer prior to permanent installation. The installer is the final inspector of the EuroClik. RWF is not responsible for labor costs associated with the repair or replacement of visually defective planks after the floor is installed. In addition, prior to installation the installer should make certain that the subfloor is properly inspected for flatness and moisture conditions according to the NAWFA guidelines.

RWF warranties do not cover normal wear and tear, indentations, scratches, defects or damages caused by improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured EuroClik.

RWF warranties do not cover damages caused by the use of oil soaps, liquid or paste wax products or other household cleaners that are not recommended maintenance EuroClik.

RWF warranties exclude non-factory applied finishing including, but not limited to refinishing.

RWF warranties exclude indentations, scratches, defects or damages caused by negligence or abuse including, but not limited to water, insects, pets, spiked or damaged heel shoes, vacuums, furniture, appliances, casters, falling or dropped objects or construction traffic, or failure to take proper precautions to protect furniture legs and feet with protective pads and properly functioning casters or improper protection during the construction process when moving heavy objects, or during times of heavy traffic.

RWF warranties do not cover splits, checks or cracks in flooring discovered after installation.

RWF warranties do not cover staining or marring of EuroClik as a result of spills or leaks that are not instantly cleaned.

No warranties apply to any EuroClik designated as off-goods or goods sold "as is".

RWF limited structural integrity warranty does not apply to EuroClik subjected to environments that fall outside of 40% - 60% interior relative humidity.

RWF warranties do not cover squeaking, creaking or popping in flooring.

The following items are not covered by warranty

- Damage caused by flooding, fire, and other natural disasters and Acts of God.
- Reduction in gloss, scratches or indentation due to sand or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required.
- Color, shade sheen, or texture variations between samples, replacement flooring, or within original installation.
- Color variations between flooring and/or samples and other flooring or wood EuroClik, which you wish to match (e.g. cabinets, stair railings, trim, etc.)
- Changes in color due to exposure to sunlight and age.
- Deficiencies related to subfloor/floor assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Naturally occurring wood characteristics such as variation in grain, color, mineral streaks and knots.
- Natural expansion and contraction resulting in damage or separation between boards or damage caused by low or excessive humidity.
- Shear, delamination, or other structural damage due to relative humidity levels below 40%.
- Heavy use commercial installations of EuroClik.
- Construction or installation-related damage.
- Any failure or damage due to adhesive, adhesive systems, fasteners, or fastening system.

Important

ORIGINAL OWNER AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIM OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE OR MEASURABLE DEFECTS HAS BEEN INSTALLED.

How to Make a Claim

In the unlikely event that any portion of your floor should fail, with respect to any of the provision of this warranty, RWF, at its sole discretion, to the original purchaser, will repair, refinish, or replace such portion with the same EuroClik or another EuroClik of equal value at no cost to you. This provision does not include labor costs, relocation or living expenses, removal or installation of new flooring or the removal or replacement of cabinets, furniture and other fixtures.

To file a claim, first contact RWF for instructions. RWF will request your contact information, the date of purchase, company EuroClik was purchased from, installer, and the sales invoice and receipt. Claims must also be filed within the warranty coverage period, and information verifying the date of purchase will be requested. RWF reserves the right to have a designated representative inspect the floors and remove samples for technical analysis.

This writing is the complete and exclusive statement of the warranty, and is in lieu of all other express and/or statutory warranties. RWF assumes no liability for incidental or consequential damages. However, some states do not allow this exclusion and may not apply in such cases. This warranty gives you specific legal rights that may vary from state to state.