



The company PlyQuet (hereinafter called "TEKA") provides the following Limited Warranties for Residential Uses which extend to the original end-purchaser only (and to no other purchaser or transferee) from the date of purchase of its engineered hardwood floorings when installed in full-compliance to the manufacturer's installation instructions, precautions and maintenance procedures, and utilized within environmental preconditions in which they are expected to perform.

Lifetime Product Warranty

TEKA warrants to the original end-purchaser, as long as the original end-purchaser own the house where TEKA product is installed, that its products is of the marked quality, kind and grade, and that the products is free from defects in material or workmanship in accordance with the accepted industry standard which permit variances in grading and tolerances of defect not to exceed 5% of the quantity purchased. Variances concerning product quality or defect below the 5% accepted industry-standard shall not be considered as factory defects. It is, however, the final responsibility of the end-purchaser and his/her installer for the inspection and acceptance of quality, grade, color, surface finish and workmanship of the product, even during his/her/their absence. Whenever any floor pieces have been glued-down, nailed-down, cut or permanently installed, it has been accepted by the end-purchaser or the installer. If within 1 (one) year after the date of purchase and during the pre-installation inspection any product is found to be unacceptable, that portion may be returned to TEKA or its representatives for replacement free of charge; or in the unlikely event that TEKA is unable to provide replacements after a reasonable attempt, TEKA will refund the purchase price for that portion. If, by any chance, any unacceptable part is installed, TEKA's maximum liability is limited to the replacement of that part, plus maximum 5% extra-footage, and limited to the material or their purchase-price only. TEKA is not liable for any other cost(s) related to installation, labor, glue or nails, sub-floor, or any other consequential costs or losses. Neither TEKA is liable for any mistakes in the judgement or any errors in the installation of TEKA flooring products.

Performance Warranty

TEKA warrants that its engineered hardwood floorings will not warp, twist or cup, nor will the bonded layer delaminate, even when subjected to varying humidity, provided that the flooring is not subjected to excessive, extended contact with moisture or flooding water; and provided that all installation instructions and precautions are adhered to. It should be carefully noted however that wood is a living material which reacts to climatic changes. In high humidity they absorb moisture and expand, in low humidity they release moisture, shrink and contracts. It is the responsibility of the end-user to provide stable humidity between 45~60% by the use of humidifier/dehumidifier (depending on the climatic condition) to get the expected performance of the product. Any deformation on the flooring caused by the failure to provide the proper measures and the correct ambience is not covered by this Warranty.

Stability Over Heated Sub-floor

TEKA warrants that its engineered hardwood floorings (with the exception of products made out of Hard Maple wood specie) will not cup or buckle when properly installed over a heated sub-floor with a surface temperature of up to maximum 28° C (± 83° F), provided that all the installation instructions, precautions and maintenance procedures are strictly complied.

Adhesive Warranty

TEKA warrants that its adhesive used to construct its engineered hardwood floorings meet or exceed all technical specifications for retaining its bond for its intended use, when installed properly and strictly in accordance with all the installation instructions, precautions and maintenance procedures. The limited warranty excludes adhesive failure caused by water influences from flooding, water-pipe leakage and the likes.



Surface Finish Warranty

TEKA features Ultra Violet cured lacquering finish with 5-steps coating-process of Polyurethane lacquer for its engineered hardwood floorings. TEKA warrants that its surface finish will last for 5 (five) years for its Standard lacquering (i.e. U.V.cured acrylic lacquer); and 25 (twenty-five) years for its special Ceramic lacquering, provided that the product is installed for residential-uses under the normal residential foot-traffics; and provided that all the installation instructions, precautions and maintenance procedures are strictly followed. Any use of floor-care products must be suitable for ultra Violet cured polyurethane lacquer, and all the detailed instructions provided by the manufacturer of such products must be carefully examined and strictly followed.

Warranty Exclusions

TEKA's Warranties does not cover and specifically excludes the followings:

Variations in product quality and defect below the 5% accepted industry standard.

Damages caused by improper transportation, handling, storage, mistakes in judgement or error in installation and usage.

Indentations, scratches or damages caused by negligence, water, erosion, insects, spike-heeled shoes.

Failures to adhere to all the manufacturer's instructions, precautions, recommendations and maintenance procedures.

Misuse or improper alterations of the original manufactured product not authorized in manufacturer's written instructions.

Any normal deterioration due to wear and/or exposures, including color fading due to sunlight or artificial light exposures or color variations of original product resulting from variation in the amount of stain absorbed by the wood material during manufacturing. Variations in grain and in density of the wood may affect the amount of stain absorbed and may give color variance. This is not a product defect.

Any use of TEKA engineered hardwood floorings other than its intended purpose for private residential use, e.g. for or in facilities operating commercial purposes or in facilities held for rental or hire.

Any product regarded and marked as by-products or downgrades that are sold as is and considered to be sold as final and free from any claim.

INSTALLATION GUIDE AND WARRANTY REGISTRATION

The User/Installer/Owner must read the Installation guide thoroughly before attempting to install TEKA engineered hardwood flooring products. Name and full address should also be provided for registration as end-purchaser or owner of TEKA product, by completing the attached registration-card and mail it back within 10 (ten) days after the product purchased. This is one of the ways for TEKA to establish the date of purchase of the product and to provide customers with follow-up service and product improvements. Failure to mail back the registration-card will not affect the customer's right under this Warranty, as long as the original proof-of-purchase or the original Bill of Sale is retained and can be presented.

Whenever claim is submitted, TEKA reserves the right to have a designated TEKA representative to carry out inspections up to his/her satisfaction and to take samples whenever required. Decision by the Industry's representative as to the cause of problem or failure of the product should be taken as final. It is a condition precedent to the Performance Warranty that any repair covered by this Limited Warranty must be approved in advance and in writing by TEKA, before any repair could be carried out. Failure to obtain TEKA's approval will release the liability from TEKA's hand. Mistakes in judgement and errors in the installation will nullify this warranty. Installation guide, instructions, precautions and maintenance procedures can be found inside TEKA original, individual packaging. Do not attempt installation without first reading the provided guidance thoroughly. If by any chance the installation guidance is misplaced or for any reason is not received, please make sure to obtain free copy immediately.



All warranties are subject to the following conditions:

The original proof-of-purchase, the original Bill of Sale or other original document(s) must be retained and could be presented when demanded. Completing and mailing back the provided registration-card within 10 (ten) days after the purchase is one way of providing proof-of-purchase in different way.

If defective product is found and claim will be filed, notification should be given to authorized TEKA's seller or retailer within 30 (thirty) days after defect is discovered.

All warranties are only effective if the product is purchased and used in the United States of America and/or Canada.

Labor service charge for installation and any adjustment(s) are not covered by this warranty.

Procedures to Obtain Warranty Service

To obtain Warranty Service the end-purchaser should contact the authorized TEKA seller or retailer within 30 (thirty) days after defect is discovered. To find the list of TEKA's seller or retailer in your area you can also contact the PlyQuet headquarters at the following address:

PlyQuet Holzimport GmbH
Buschhöhe 6
28237 Bremen
Germany
Telephone +49 421 34 888 0
Fax +49 421 34 777 11
E-mail info@plyquet.de