

Conditions of sale

1. Product can be returned after 7 days of purchase on the cost of the customer after a valid reason.
2. Small amounts of sale (no more than 3% of the mass of purchased products) can be returned within 1 month of purchase under the condition that they are packaged as bought as well as the moisture and geometry of the product.
3. We oblige to you (the customer) to sell the products as described in the class there in which are represented in the show room. Due to human error there is a 2% lean way between the classes or colour which the company cannot guaranty for.
4. Unpaid for products stay as the company's property and the company can manage the product as they wish.
5. Any problems concerning the geometry of products and potential problems with sizes can be exchanged before permanent fitting.
6. In the case of an exchange no more money can be given then the worth of the products being exchanged.

General information of the use of the product.

1. Our products should be fitted as soon as they arrive to limit the storage time.
2. We advise that all our products are fitted by professionals that have experience. We do not guaranty for any potential damaged caused during the fitting.
3. Conditions need to be maintained in order for our products to have the properties they should have they are as follow: 18-22 degrees Celsius, air moisture from 50-60%, as well as the correct moisture of the screed. (For the popular screeds its 2% moisture measured using CM)
4. When fitting using glue to screed mechanical measurements need to be taken into considerations. (it is suggested that when laying down a mossaique and parquet (from 500mm length and 70mm width) the strength of the walls was at least $1/5\text{N/mm}^2$ and no more than $2/\text{N/mm}^2$ for lager elements)
5. It is suggested that after the fitting of the floor to maintain standard usage. So number 3 whether that be to heat up the room or cool it down. This is strongly recommended for people that will not be using the rooms or thee house that are products will be in.
6. After the fitting of our products it is recommended to not expose our products to extreme temperatures and excessive moisture.
7. It I suggested that the products lay down for 2 weeks before the finishing touch such as sanding and oiling or vanishing.
8. It is suggested that any furniture in the rooms that our products are in that the legs have a secure soft materials to not scratch the floor.
9. Cleaning and conserving our products is the key to maintaining the correct properties of all wooden products and is advised to use a minimal amount of water.

Please remember

1. Wood is a natural product that slightly changes its properties when taking in moisture and when giving moisture out. Resulting in gaps if the room is too hot during winter or too moist during raining period. All these problems are reversible. If using engineered floors problems as such shouldn't happen or if you fulfil the 3rd point of general use of the product.
2. All wooden elements have an unrepeated design as it is a natural product meaning that even if two floors are in the same class there may be a slight difference in the way they look. As well as products that have been bought ready to fit may have a light difference in the shade of the colour used.
3. Remember that wood is a material with mechanicals properties if scratched or cracked cannot be returned to its originals state for which our company doesn't take responsibility for. If the floor is put on under floor heating then it can't be hotter than 25/27°C and should be equal along the entire floor. Therefore we don't recommend to use beech wood floors or horn beam wooden floors. We would recommend engineer floor we would recommend for water underfloor heating as temperature change isn't dramatic and therefore doesn't dry out the floor electrical heating isn't recommended as the temperature change is dramatic and therefore products may not be suitable. You must also remember that the colour of the floor will largely depend on the shade of the light surrounding the floor. Remember that wood is a natural material and that two wooden pieces will never be the same.
4. With orders that may not be available right away there will need to be a 15% deposit as insurance for the purchase of the products. And the delivery of the products will be done on independent cases.
5. Do not forget that the wood used for our floors comes from polish woods and all our floors have certificated by the E.U and any member state.

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Signature

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