

Warranty Information

Timba 15mm Solid Droploc Oak



WARRANTY UK

1. Timba is responsible for manufacturing defects.
2. The warranty lasts for 10 years starting from the date of purchase. The original invoice is proof of date of purchase.
3. Timba flooring must be installed correctly according to the above mentioned instructions. The warranty covers normal domestic use. The warranty does not cover the use in damp and wet spaces, such as conservatories, bathrooms and kitchens.
4. Floor boards showing visible defects should not be installed. It is the responsibility of the owner/fitter to deselect these boards at time of installation. These boards are to be allowed for in the 5% waste tolerance. Boards with visible defects that are installed as such are excluded from this warranty. Colour and grade de-selection is not allowed for as this is personal choice and not a defect in manufacture.
5. Finished flooring, i.e. lacquered, stained, oiled, brushed, or other finished flooring is subject to normal domestic wear and is not covered by this warranty, i.e. if you don't maintain the floor correctly, the warranty is null and void.
6. Excluded under this warranty are: scratches, heavy impacts, humidity, damage caused by incorrect use or lack of correct maintenance and conditions that are outside of what is quoted upon this document
7. If you have a defect which falls under the conditions mentioned in this warranty, you should report this to your dealer in writing within 14 days after detecting the defect. In your letter you should include a copy of the invoice.
8. The warranty provided only relates to the floor boards supplied, consequently it does not include labour costs, the costs of additional material and any other consequential loss.
9. In case of a dispute arising from the Timba warranty, either party may call upon an independent expert to render binding advice. In the event that this clause is applicable, the cost of same shall be agreed on in writing by all parties involved in advance.
10. Inspection costs that may apply to climatic or pre-installation checks must be covered by the installer.
11. The 10 year warranty period will continue from original date of purchase and will not be affected by subsequent resolution of any complaint.
12. Where the Timba warranty applies, Timba or its distributors will replace the faulty floor boards. In case the product in question is no longer available, Timba will ensure replacement by an alternative product of the same quality.
13. This warranty shall apply only to the original owner / purchaser of this wood floor.

WARRANTY WILL NOT BE APPLICABLE IN CASE OF:

1. The floor not having been fitted in accordance with the instructions by a properly qualified installer.
2. The faults were noticeable prior to the floor being fitted.
3. Defects and/or faults that have arisen due to dampness and/or water damage, the calamite being outside of the manufactures instructions or by any other instance as a result of force majeure.
4. Defects and/or faults having been caused by improper use or negligence and failure to use the product for its intended purpose, as well as having been caused by having disregarded the instructions with respect to installation, use and maintenance.
5. Visual faults having arisen as a result of any deformation of the floor boards due to changed climate conditions, any variations in colour due to the influence of sunlight and the effects of regular aging and/or wear and tear of the finishing coat.

MANUFACTURING TOLERANCE

ENGINEERED HARDWOOD FLOORS ARE A NATURAL PRODUCT AND AS SUCH ARE SUBJECT TO MANY VARIANCES IN COLOUR AND CHARACTER IN EACH INDIVIDUAL PIECE OF FLOORING, WE ALWAYS THEREFORE RECOMMEND YOU WORK FROM 3-4 PACKS OF FLOORING AT A TIME IN ORDER TO GET THE BEST NATURAL COLOUR MIX. AS SUCH A TOLERANCE OF 5% SHOULD BE ALLOWED FOR THE DESELECTION OF ANY MATERIAL DEEMED UNSUITABLE FOR INSTALLATION. THIS PRODUCT IS PRODUCED WITH A MANUFACTURING TOLERANCE OF + OR - 1.5% ON THE DIMENSION OF THE BOARD AND IN LINE WITH SPECIFIED TIMBER MANUFACTURING GUIDELINES, AS SUCH ANY ITEMS OUT OF TOLERANCE SHOULD BE DISMISSED AS PART OF THE 5% MANUFACTURING TOLERANCE.