Congratulations on your purchase

You have chosen a wooden floor comprising three layers of glued timber. This information sheet sets out the terms and conditions of the warranty for the floorboards. Detailed information and guidelines on installation and care are contained in the Installation Instructions enclosed with every product package (floorboard pack) and in the form of instructional videos available on **barlinek.com**.

The warranty terms and conditions are available at points of sale and on the **barlinek.com** website**.**

Warranty card

For flooring used in residential premises and public buildings.

BARLINECKIE BOARD WARRANTY CERTIFICATE

purchase document no. .....

date of purchase .....

Product name /floor plank/ .....

.....

(trade name or manufacturer's code, grade – finish type – timber class

installation location /address/ .....

.....

warranty period: **30 years** for products installed in residential premises
5 years for products installed in public buildings

Seller's stamp and signature

In the event of a complaint, proof of purchase must be attached to the claim and presented to the Seller or directly to Barlinek S.A.

Barlinek S.A., a Polish manufacturer of natural three-layer wooden flooring based in Kielce, provides a quality guarantee for the purchased Barlinek Plank.

1. General terms of the guarantee

1.1. Barlinek S.A. (the Guarantor), with its registered office in Poland at 25-323 Kielce, Al. Solidarności 36, provides a quality guarantee for the floorboards in accordance with the terms set out in this guarantee card, which must be completed and stamped by the Seller and issued to the buyer together with the product. A template of the warranty certificate is also available on the barlinek.com website.

1.2. The Guarantor's liability under this guarantee covers physical defects arising from causes inherent in the item sold.

1.3. The person entitled under the guarantee is the Buyer who meets the conditions set out in this guarantee.

1.4. The person entitled to and making use of this guarantee declares that they have read its terms and conditions and accept its content.

1.5. The Guarantor guarantees to the original Purchaser (hereinafter the "Purchaser") that the floorboard will be free from manufacturing defects for the duration of the guarantee period.

1.6. The guarantor draws the Buyer's attention to the fact that the hardwood used for the top layer of the Barlinecka Floorboard is a natural product, which may exhibit natural variations in grain, colour, knot size and other natural characteristics of the wood. The owner/installer of the floor should carry out an appropriate selection of floorboards and, prior to installation, discard or cut away any unwanted sections of the floorboards.

1.7. This commercial warranty is provided free of charge and in no way excludes, limits or suspends the Buyer's (Consumer's) rights under the applicable legal provisions regarding the seller's liability for non-conformity of the goods with the contract.

2. Scope of the guarantee

2.1. This guarantee applies to wooden floorboards with a three-layer glued construction (the Product). The guarantee period runs from the date of purchase and is:

- 30 years for Products installed in residential premises
- 5 years for Products installed in public buildings, with the exception of those specified in clause 4.2 of the warranty certificate.

2.2. The Guarantor confirms that its Products meet the requirements of technical standards for multi-layer wooden flooring and are fit for their intended purpose.

2.3. The guarantee covers:

- the durability of the Product's wear layer when used for its intended purpose,
- the durability of the structure of the individual components of the Product,
- the quality of the finish of the components (dimensions, fit between components) in accordance with Standard EN 13489 'Wooden flooring – Multi-layer flooring components'.

3. Warranty conditions

3.1. This warranty is valid provided that the Purchaser notifies the Warrantor of any alleged defect before the expiry of the warranty period.

3.2. The Product is covered by the warranty provided that the rules and recommendations regarding the storage, installation, maintenance and use of the Product, as set out in the installation instructions included with each package and available as an instructional video on barlinek.com or in written form on hardwood-installation. eu, as well as in the document 'Terms of Use for Varnished Floors' or 'Terms of Use for Oiled Floors' – depending on the type of finish applied to the floor's wear layer
– available on barlinek.com or from the Product retailer.

3.3. Proof of purchase of the Product is required to claim under this warranty.

3.4. It is recommended that the Product be installed by qualified professionals in this field, who have the appropriate equipment and flooring expertise.

3.5. These warranty terms apply exclusively to the Purchaser.

3.6. The Buyer undertakes to comply with the installation, care and maintenance instructions for Barlinek wooden floors.

3.7. The Buyer and the Installer are responsible for inspecting the Product prior to its installation in accordance with industry guidelines, in particular for checking: the type of finish, the timber species and the dimensions against the order, as well as for checking for any visible defects. The guarantor shall not be liable in the event of the installation of a Product with visible defects or a Product that does not comply with the Buyer's order.

4. Cases not covered by the guarantee

4.1. When purchasing a product made from a natural raw material such as timber, the Buyer should be aware of possible visual differences between the natural colour of the timber, its grain, and the number or size of natural features (e.g. knots) shown in the samples or photographs featured in the Guarantor's marketing materials, and the Products offered for sale by the Guarantor. Colour variations resulting from the natural structure of the wood, as well as differences in the distribution or intensity of the wood's natural features between the Guarantor's samples or catalogue photographs and the product purchased by the Buyer, do not constitute a defect in the Product.

4.2. The guarantee does not cover products installed in public spaces with very high footfall, including industrial premises, in particular such as: production halls, airports, corridors in schools and shopping centres.

4.3. Furthermore, the warranty does not cover:

a. changes to the Product's surface layer resulting from normal use and natural wear and tear,
b. mechanical damage or scratches caused by cleaning, maintenance or use contrary to the Installation Instructions and Terms of Use for varnished or oiled floors,
c. changes in the colour of the wood caused by exposure to sunlight, intense lighting or the ageing of the wood and/or the finish,
d. defects resulting from incorrect installation or use of the floor under conditions not in accordance with those set out in the Installation Instructions or the document 'Terms of Use for Varnished or Oiled Floors'. (The Installation Instructions are included with every product package and are also available at barlinek.com; the Terms of Use for varnished or oiled floors are available at barlinek.com and at hardwood-installation.eu),
e. damage to the Product installed on a surface with underfloor heating whose parameters do not comply with those set out in the Installation Instructions, insofar as this contributed to the damage incurred,
f. minor gaps in the filling of knots in brushed floorboards, which are a characteristic feature of this type of finish on the Product's wear layer,
g. a Product which, despite visible defects, has been installed. (Floorboards with visible defects must not be installed. Visible defects are those which are visible on the top layer of the floorboard or which prevent installation in accordance with industry standards. Boards with visible defects should be set aside by the fitter before or during installation and reported to the point of sale to enable the supply of replacement floorboards),
h. squeaking noises in wooden floors resulting from the natural properties of the wood,
i. modifications or repairs to the Product carried out by the customer, unless such work has been agreed in writing with the Guarantor,
j. mechanical damage occurring during transport, except for transport carried out by the Guarantor or on its behalf,
k. damage to the floor caused by building settlement or an uneven subfloor,
l. damage caused by improper care or the use of unsuitable care products,
m. damage caused by staining (e.g. from spilled liquids), scratches or soiling of the surface layer (e.g. caused by moving furniture, failure to replace worn felt pads under furniture legs, animal claws, or the use of unsuitable footwear), changes in gloss or dents on the surface of the wooden floor (e.g. caused by objects falling onto the wooden floor surface),
n. damage caused by using the Product in microclimatic conditions (e.g. temperature, relative humidity) that do not comply with the installation instructions,
o. effects of uneven light reflection on the installed floor, which cannot be measured or which are visible only under specific lighting conditions or at a specific angle (a visual inspection of the installed wooden floor is carried out whilst standing under natural lighting conditions),
p. gaps and gaps arising between the boards as a result of the natural swelling and shrinkage of the timber due to changes in humidity.

5. Conditions at the installation site

5.1. The conditions at the installation site regarding temperature, substrate moisture content and air humidity are specified by the manufacturer in the installation instructions included with each package of the Product and available on barlinek.com and hardwood-installation.eu.

5.2. The installer is obliged to comply with the installation rules set out in industry standards and specifications describing the conditions for commencing and carrying out parquet flooring work.

6. Submitting a complaint

6.1. Complaints must be submitted in writing or by email within one month of the date on which the alleged defect was discovered, describing the grounds for the complaint in as much detail as possible.

6.2. A complaint may be submitted to the Seller from whom the Product was purchased or directly to the Guarantor. The complaint must be accompanied by proof of purchase of the Product and, where possible, the warranty card completed and stamped by the Seller, as well as photographic evidence of the Product in question.

6.3. If the complaint is submitted directly to the Guarantor, it should be sent to the following address: Barlinek SA, 25-323 Kielce, Al. Solidarności 36, or to the following email addresses: reklamacje.kielce@barlinek.com ,biuro@barlinek.com.pl or claims.kielce@barlinek.com

7. Procedures for handling complaints

7.1. In order to verify the validity of a complaint, Gwarant reserves the right to inspect the flooring in question at the location where it is installed or stored, at a time agreed in advance.

7.2. The complaint will be dealt with within 2 weeks of the date on which it was submitted to the Guarantor. Should it be necessary to carry out an inspection at the Buyer's premises, the complaint will be dealt with immediately following the inspection, but no later than 2 weeks from the date on which it was completed.

7.3. The Guarantor shall notify the Buyer in writing or by email of the outcome of the complaint.

7.4. If the complaint is deemed valid, the Guarantor may, at its discretion:

- replace the defective Product with one free from defects,
- rectify the identified defects free of charge or cover the documented cost of rectifying the defect,
- pay financial compensation where rectifying the defect would be impossible or would entail excessive costs, taking into account the value of the wooden floor, the nature of the defect identified, and the wear and tear and depreciation of the floor, i.e. up to a maximum compensation amount determined according to the period of use from the date of purchase:
  - 1–6 years: up to 100% of the purchase price
  - 7–11 years: up to 80% of the purchase price
  - 12–17 years: up to 50% of the purchase price
  - 18–24 years: up to 30 per cent of the purchase price
  - 25–30 years: up to 10% of the purchase price

8. Terms of use for engineered timber flooring.

8.1. The terms of use for engineered timber flooring can be found in the installation instructions included with each pack of boards, as well as on barlinek.com and hardwood-installation.eu.

27 September 2026