

Warranty

1. General Provisions.

Coswick Ltd (further Manufacturer) provides:

- **life-time structural Warranty for Solid, 2-layer and 3-layer flooring;**
- **35-year commercial finish CosNanoTech+ com warranty for use in residential areas;**
- **3 year commercial finish CosNanoTech+ com warranty for use in public areas;**
- **25-year for lacquer finish CosNanoTech+ warranty for residential use.**

Present warranty covers hardwood flooring purchased from the Manufacturer or an Authorized dealer only.

Quality of the material purchased from the Manufacturer or its Authorised dealer is warranted to be in full conformity with the declared technical conditions of the Manufacturer.

In accordance with the present warranty the Manufacturer is obliged to replace or repair the hardwood flooring in accordance with the following conditions and restrictions:

2. Lifetime structural warranty:

The structural warranty means that the shape and size of the hardwood flooring will remain unchangeable throughout the whole period of warranty, as long as all necessary transportation, storage, installation, maintenance and care measures recommended by the Manufacturer are observed (www.coswick.by; www.coswick.com).

3. Lacquer finish warranty:

The factory-applied lacquer finish is warranted not to wear through or not to separate from the wood during the warranty period from the date of purchase, on condition that all Manufacturer's flooring maintenance conditions are observed and all the care requirements are fulfilled.

4. Silk oil finish warranty

Warranty for this type of finish is not provided since the service life is determined exclusively by the regularity of care and on-time restoration of the finish.

5. Exclusions and Limitation to Warrantry:

- indentations, scratches or other damages caused as a result of installation, negligence or improper protection, influence of sharp objects, spiked heel shoes, pets' claws, bumps, chemicals, heat, fire, water or excess moisture;
- lacquer finish worn out as a result of the violation of recommended maintenance rules (the impact of sand and other abrasives) and misuse (wear load);
- seasonal contractions (the appearance of gaps between flooring planks, "cupping" etc.), as well as deformations resulted from natural climatic and atmospheric conditions;
- micro-fractures of lacquer finish resulted from seasonal floor boards variation;
- fading of the finish (gradual loss of color) as a result of natural reaction of the wood to sunlight is not considered as a defect;
- gloss reduction of the finish in the course of maintenance;
- sports flooring systems (due to a special warranty for this product);
- products sold under special conditions that eliminate the present warranty.

In order to apply for coverage totally worn areas must extend over 10% or more of the entire floor area.

The sole remedy provided herein is the repair, refinish or replacement of defective products at the discretion of the Manufacturer. In the unlikely event that the Manufacturer is unable to correct the

problem after a reasonable number of attempts, the purchase price of the defective floor will be refunded, if requested, on a pro rata basis.

Any attempt to repair, replace or refinish the floor prior to the Manufacturer's inspection and authorized repair actions will void this Warranty.

6. Claims

Note! Check the quality of the product before installation.

The installer is responsible for final inspection of product quality. Any board that is installed is considered to be accepted by the installer/owner. Such boards cannot be claimed as manufacturing defects or grading mistakes under this Warranty.

Claims on product quality are accepted only prior to the board installation, except those cases when a manufacturing defect comes out afterwards.

Technical inadequacy on the floor surface noticeable from the human height in normal daylight is considered to be a defect.

In case product defects are identified in the process of installation and the identified discrepancies can not be eliminated during installation by means of sorting, repair, planks' cutting or any other way allowing to complete installation - stop the process and immediately report the problem (facts) to the place of purchase. If the problem (facts) is(are) confirmed, the defective planks or the whole lot can be replaced or returned in accordance with the Manufacturer's instructions.

If you think, that you have a reason for a complaint in accordance with this warranty conditions - contact the seller.

For a complaint prompt consideration you need to provide the copy of the document confirming the product purchase, report the flooring installation date and information about the people, responsible for installation. You also need to provide a detailed written description of all the identified defects.

The seller has the right to request additional information to determine validity of a complaint, to send his/her representative, the Manufacturer's representative or an independent inspector for examination, inspect the floor and withdraw samples for expertise that can reveal the reasons for the complaint and its accordance with the warranty conditions. On the basis of the investigation the reasonable response to the complaint will be provided within a month.

Storage and transportation conditions

1. Original package intact (make sure original package is intact and does not have any holes or damages).
2. Keep dry.
3. Avoid direct sunlight and moisture exposure
4. Storage temperature +5°C to + 25°C

Maintenance And Care Conditions

1. Silk Oil finish

Maintenance of hardwood floors with Silk Oil finish assumes regular (daily if necessary) cleaning from dust and grit using a vacuum, followed by a thorough cleaning with Coswick Hardwood Floor Cleaner or other similar product. Floor surface areas that receive the most traffic and get worn down quicker, such as areas by the front door, hallways, kitchens etc., should be periodically renewed with special Coswick Restorative Oil. This product restores the protective surface film. Frequency of use depends on type of interior and intensity of foot traffic. For residential interiors, restorative cleaning should be done once in 3-5 years; for public and commercial interiors with intense foot traffic, it is recommended to use the product 2-4 times a year.

2. Maintenance of hardwood floors with lacquer CosNanoTech+ finish

Maintenance of hardwood floors with lacquer CosNanoTech+ finish assumes regular (daily if necessary) cleaning from dust and dirt using a vacuum, followed by a thorough cleaning using Coswick hardwood floor cleaner or other similar product. Due to high wear resistance properties, CosNanoTech+ lacquer finish does not require any additional care or finish renewal throughout the entire life of the floor.