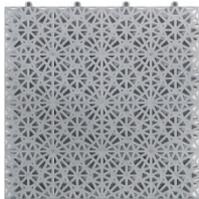


# Product Warranty

## Bergo products, 10 Years

Bergo Flooring warrants that the Bergo products, regardless of type, color or design, is free from manufacturing defects. The Bergo products contains approved specified materials, colors and additives and is manufactured in Sweden under current Swedish laws and regulations.

The Bergo products contain color pigment with the markets best available weather resistance and a UV protection. The natural color fading and ageing is however unavoidable like for most other floor materials. This limited warranty only applies provided that the Bergo products, which is covered by this warranty, is installed and maintained in accordance with the specified guidelines and installation manual that is available at the time when the floor is installed.



### GENERAL TERMS AND CONDITIONS

1.1 This warranty covers only material defects within the product delivered. This means all defects in material or production, validated by the manufacturer.

1.2 This warranty only applies to the first owner and the first installation and is not transferable. The first owner is referred to as the original purchaser of the floor named on the purchase invoice and the first installation is the original location where the floor was first installed.

1.3 The floor and the accessories must be checked carefully at optimum lighting conditions for any material defects, before and during, installation. Products with visible defects must not be installed. If the product is still fitted, despite visible defects, this means accepting such visible defects in the product.

1.4 Bergo Flooring must be informed in writing of defects in the product within 10 working days. Under no circumstances is Bergo Flooring to be held responsible for any loss of time, inconvenience, expense, cost or any consequential damage caused by or as a direct or indirect result of such a claim.

1.5 Bergo Flooring gives no warranty on the work of the contractor installing the floors. Errors in the assembly refer to the contractor who installed the floor. This warranty only covers the materials, provided that the product is installed in accordance with Bergo Floorings, at the time of purchase, applicable installation manual and with the recommended tools. Necessary accessories such as expansion strips for system 1, is to be used to assemble the floor. The use of other accessories or materials will make this warranty void, if complications arise as a result of using other accessories than recommended. Please read the current guidelines on our website: [www.bergoflooring.com](http://www.bergoflooring.com). These guidelines are revised from time to time, and the Bergo products are to be installed according to the current guidelines and installation manual at the time when the floor is installed.

## **PERIOD OF COVERAGE**

2.1 This warranty is valid for 10 years. For other applications, an individual written warranty is to be requested from the manufacturer. The period of warranty starts from the date of shipment of the product from the manufacturer or its distribution facilities. Related and supporting documents, such as invoices, receipts, packing list and/or other document showing the purchasing and delivery date, must be certified by the user to obtain this warranty.

## **LIMITATION OF LIABILITY**

3.1 If a defect that is to be covered by this warranty is discovered within the warranty period and is reported immediately within the specified period of coverage from the date of purchase, Bergo Flooring will provide new flooring in a similar color with a similar pattern and of a similar quality to replace the floor where the defect was found.

3.2 Bergo Flooring reserves the right, and must be offered the opportunity, to inspect a floor with a complaint at site, and preferably inspect the floor while it is still installed. Bergo Flooring is also entitled to ask to get samples sent, take photos, videos or other information that may be necessary to assess the claim under this limited warranty.

3.3 In order for the warranty to be valid, the product must not show signs of abuse, neglect, modification, repair, or damage arising after delivery. Bergo Flooring determine if the product is defective, and if such defects is caused by faulty materials. Such determination shall be made within the warranty period stated above.

3.4 Bergo Floorings obligations are limited to repair or replace the product at its own discretion. Such a repair or replacement of a product is Bergo Floorings only obligation and the customers only remedy. Bergo Floorings warranty service can, to cover the remaining time of the warranty period, include alternative Bergo products of comparable quality. This only includes material costs and does not include freight and/or labor.

3.5 When a change of floor has been agreed only products of the same type, which are available at the time of the claim, is to be delivered. This warranty does not include product, color or design that has expired or ceased from Bergo Floorings assortment nor products that are sold as so-called second grade products.

3.6 The following is not covered by this limited warranty:

- Defects caused by faulty installation. The Bergo products must be installed according to the specified guidelines and installation manual with approved Bergo accessories.
- Accidents, abuse, misuse or use of the product to other than by Bergo Flooring recommended use.
- Damage caused by improper storage and handling before and during installation.
- Defects or marks on the product, which are not communicated directly upon receipt of the product.



- Damage to the product caused by abnormal use and/or neglect.
- Damage caused by repeated and continuous assembly or disassembly.
- Changes in color or gloss due to sunlight or normal ageing of the product.
- Differences in shading, color or texture between the physical samples and/or color photos or electronic illustrations of the product.

## **LIABILITY**

4.1 This warranty is in lieu of all other warranties, expressed or implied.

4.2 Claims submitted under this warranty must be made in writing to the following address:

**Bergo Flooring AB**  
Box 10  
Ågatan 7  
334 21 ANDERSTORP  
[info@flooring.se](mailto:info@flooring.se)