



## **Warranty Information**

Premiere Collection does not provide any expressed, implied, or physical warranty for the products we sell. Any warranty available for the purchased product is solely provided by the manufacturer and is subject to their terms and conditions.

It is the responsibility of the purchaser to review and adhere to the manufacturer's warranty guidelines. Premiere Collection cannot be held liable for any claims, damages, or defects related to the product.

For details regarding the manufacturer's warranty, please refer to the documentation provided by the manufacturer or contact them directly. Premiere Collection will assist in facilitating communication with the manufacturer, but all warranty resolutions will be handled by the manufacturer.

By purchasing from Premiere Collection, you acknowledge and agree to these terms.

A Legno Bastone Designer's Workroom

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## Legno Bastone Warranty Certificate

Legno Bastone Flooring has a Limited Lifetime Structural Integrity Warranty and a 25 Year Residential Surface Finish Limited Warranty.

**Limited Lifetime Structural Integrity Warranty**, warrants the flooring in its original manufactured condition, shall be free from manufacturing defects in milling and delamination (except as otherwise noted below).

**25 Year Residential Surface Finish Limited Warranty**, warrants the flooring in its original manufactured condition, shall not wear through or separate from the floor board for 25 years from the date of purchase under normal residential traffic (except as otherwise noted below).

### Conditions for Legno Bastone Wide Plank Flooring Warranty:

The invoice date is proof of purchase date. The appearance of color changes, the occurrence of openings and/or open seams, surface variations and malformations, for example from ageing of the floor, climatic changes or use, are not covered by this guarantee. The Legno Bastone flooring must be correctly installed according to the provided installation instructions. The warranty covers normal use of the flooring but is null and void if installed in damp or humid spaces. Floor components that show visible abnormalities should not be installed. Flooring that is installed despite visible defects do not fall under the warranty. Flooring is liable to normal wear and tear not covered by this warranty. Only abnormal wear is covered by the warranty. Exclusions: scratches, dents from heavy objects, water damage resulting from unsuitable use, improper maintenance or accidents.

If you believe there is a defect that falls under this warranty, you must inform your dealer within 15 days of the discovery of the defect. The warranty given is only valid for the floor components supplied. This means that the manufacture cannot be held liable for labor costs, man-hours, the cost of additional materials or other loss incurred. Should a dispute arise about the Legno Bastone warranty, each party can appoint an independent expert to offer binding advice concerning the floor components supplied. If this clause must be invoked, the cost price of such expertise shall be agreed in writing and in advance between the parties involved. Any causes of damage and/or damage- causing components must be kept and made available to Legno Bastone if required. The warranty period will not be changed once a complaint has been recognized and resolved. If the guarantee is applicable, Legno Bastone will resupply the defective floor or offer compensation. If the product in question is no longer available, Legno Bastone guarantees that it will be replaced by an alternative product of the same quality. Legno Bastone must in any case be given the opportunity to repair the arising damage itself in a manner of its choosing or have it done by a third party. In the event of a complaint, the beneficiary shall prove that at the moment of initial use of the product, the assembly and installation was carried out according to professional standards and was accepted by him without reservation. At the request of Legno Bastone, all documents concerning the initial use (such as order confirmations, invoices, installation plans, etc.) will be submitted to Legno Bastone.



**The warranty is not valid in the following cases:**

The floor is not installed according to the Legno Bastone installation instructions by a licensed professional. The flooring not being purchased from an authorized Legno Bastone dealer. The defects were visible before the flooring was installed. The problems are the result of humidity (40% - 60%) or water damage or other causes resulting from force majeure. The defects and/or faults are the result of incorrect usage or careless handling and use for another purpose than intended, as well as ignoring maintenance instructions or warnings. Optical faults resulting from the malformation of the panels by altered climatic conditions, in case of color changes due to the effect of sunlight and the consequences of normal ageing and/or wear and tear of the top layer. Stains or mechanical damage on the surface (dents, scratches, etc.) arising from careless treatment during transport, storage, and in case of damage as a result of stiletto heels, furniture, stones, sand, pets, etc. Due to the use of any adhesive tape on the surface of the flooring at any time during or after the floor is installed for any length of time. In the case of under floor heating, whereby shakes/cracks appear on the surface face of the board, this is a result of consistent heating over the desired max of 80 degrees and/or a sudden increase in the temperature settings of the under-floor heating system. As such incidences are outside the control of Legno Bastone we cannot guarantee against such issues if they arise. Warranty is also null and void unless strict adherence to supplied maintenance and care instructions are followed.

**\*\*CAUTION\*\* DO NOT APPLY ANY TAPE OR ADHESIVE TO WOOD SURFACE\*\***