WARRANTY
Bjelin Woodura Flooring
(Residential Environment)

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Warranty Period and Value

This warranty is valid for 30 years from the date the floor was purchased. The invoice date shall be regarded as the purchase date. The warranty is only valid if the original invoice and/or receipt can be presented. The consumer warranty only applies if all of the conditions below are fulfilled.

The damage must be reported in writing to Bjelin's retailer within 30 days of discovery. If the retailer is no longer in business, the claim may be submitted directly to Bjelin in writing. After this period has elapsed, no further complaints will be accepted. A fully completed damage report, original invoice, a photograph of the damaged area, and the floor's serial number must be attached. Once Bjelin receives the damage report, we will assess the damage and determine whether remedial action is necessary and if so, how to proceed. A decision will be made within 4 weeks.

Claims made under this warranty shall become time-barred 6 months after Bjelin receives the damage report in writing.

Bjelin reserves the right to inspect the damaged flooring in its installed condition and must be given the opportunity to do so in order to determine whether the warranty applies. The time of inspection shall be determined by agreement between Bjelin's representative and the customer.

Area of Validity

1. The warranty applies to prefinished boards in Bjelin's original packaging, purchased and installed in in all countries worldwide, excluding the United States and Canada, from 1 October 2025 onwards. The warranty applies to Woodura flooring installed indoors in residential premises for private use, provided that Bjelin's installation, care and maintenance instructions have been carefully followed throughout the warranty period. Particular attention must be paid to the instructions for measuring subfloor moisture levels and flatness, as well as those relating to underfloor heating. Special provisions apply for commercial use. A simplified instruction regarding installation, care and maintenance is supplied with the product upon delivery. A detailed instruction must be obtained directly from Bjelin (www.bjelin.com) or from the nearest retailer. If the installation is not carried out by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions must be provided to the end user by the installer.
2. This warranty supplements the rights the customer has under applicable national consumer sales legislation and does not constitute any limitation of statutory warranties.
3. This warranty replaces all previous versions. In the event of a warranty claim, the version valid at the time of purchase shall apply.

General Conditions

1. This warranty applies to all purchases of first grade Woodura flooring from Bjelin made after the revision date of these warranty conditions (see header).
2. Floor panels shall be carefully inspected for defects in the material under optimal lighting conditions. Products with visible defects must under no circumstances be installed. Installation of a floor panel constitutes acceptance of the product, including any visible defect that can no longer be claimed.
3. Under no circumstances shall Bjelin International AB be liable for loss of time, loss of income, inconvenience, expenses, costs, or other consequential damages caused by, or directly or indirectly resulting from, a problem for which a claim has been made.
4. Claims relating to the appearance of the product after installation are not covered by the warranty once the product has been installed. The designated party "owner, installer or representative" assumes ownership and has the final responsibility for ensuring that the correct product has been received. Damaged boards sorted out before installation will be replaced free of charge by Bjelin. The warranty does not cover damage caused by third parties, such as transport damage.
5. If defects occur after installation, Bjelin reserves the right to offer compensation, repair the damage, or deliver replacement material free of charge. If compensation is paid, Bjelin reserves the right to make deductions based on the age of the product. No other form of compensation shall be provided. When replacing a floor at Bjelin's expense, Bjelin will restore the room and cover all expansion joints with appropriate skirting boards, T-mouldings or finishing mouldings, regardless of the original installation method or finishing solution.
6. If the product is no longer vailable in Bjelin's product range, Bjelin will offer an equivalent replacement from its current range.
7. Any compensation provided under this warranty does not extend the original warranty period. Any discussion regarding whether or how a claim should be remedied does not constitute an acknowledgement of legal liability on Bjelin's part. The customer is not entitled to any further claims or remedies beyond those expressly provided for under this warranty.
8. Bjelin reserves the right to settle warranty claims on the condition that the claimed material is returned.
9. This product warranty applies only to defects in the supplied material. This refers to all material or manufacturing defects confirmed by the manufacturer, including delamination.

Scope

1. The warranty applies only where installation has been professionally carried out, maintenance has been careful and correct in accordance with the care instructions, the product has been exposed to normal relative humidity (30-60%), and stored appropriately before install.
2. The warranty covers significant damage to the hardened wood corresponding to wear-through of the wear layer over an area exceeding 10 x 10 cm in a room. The wear layer consists of the factory-applied surface treatment and the entire hardwood top layer. In addition, the following must be noted: the warranty does not cover wear of the surface coating. Changes in gloss are not considered surface wear. For these types of usage areas, superficial scratches resulting from daily use must be accepted.
3. Bjelin with Woodura® surface technology and the 5G Dry® installation system has undergone rigorous testing according to the industry standard for joint watertightness in accordance with ISO 4760. Among other things, this means that the joint, upon delivery, is resistant to leakage of tap water to the subfloor for 24 hours. In addition, we guarantee leakage resistance to the subfloor for 72 hours. For the benefit of the floor, any spills should of course always be wiped up as soon as possible.
4. The warranty does not cover normal wear and tear.
5. Renovation or repair of a damaged or worn surface layer in due time is a prerequisite for the warranty to remain valid. Damage to the product must be evident and must not be the result of inadequate conditions or accidents, including but not limited to damage of a mechanical nature such as severe impacts, scratches (for example caused by dragging furniture), cuts, or pets. Furniture legs must always be fitted with suitable protective materials. Chairs, sofas, or furniture with wheels must have soft wheels, alternatively a suitable protective mat or wheel protection must be placed under the furniture. Entrance areas must be designed to effectively prevent sand, dirt and dust from being brought indoors and onto the floor. Kitchen islands and other very heavy objects should not be placed on a floating installation of hardened wood. The floating installation must be able to move around heavy objects in order to avoid open joints and separated boards.
6. The warranty also does not apply to purely aesthetic impairments such as, but not limited to, indentations, joints, colour changes due to light, deformation due to variations in indoor climate or season, or wear of the surface coating.
7. The warranty does not apply in cases of deficient or insufficient maintenance, localized wear, impacts, scratches, dents, careless use, use contrary to Bjelin's installation, care and maintenance instructions, other misuse, damage, or any other special circumstance not attributable to Bjelin, including but not limited to installation errors, incorrect maintenance, or exposure to extreme temperatures and humidity.
8. Bjelin shall remedy defects for which Bjelin is responsible as described above, free of charge, either by repairing the defect or providing a new product at its own discretion. If the sold product is no longer manufactured or stocked, Bjelin is entitled to provide another equivalent product. The warranty does not cover any costs for removing or reinstalling the floor, nor any other costs or damages arising in connection with access to the defect. Bjelin shall not be liable for any direct or indirect damages or losses resulting from such defects covered by the warranty. Under no circumstances shall Bjelin be liable under this warranty for any claim exceeding the price paid by the customer for the product.

   Nothing stated in this section shall in any way be regarded as limiting or excluding any liability that Bjelin may have towards the customer under applicable statutory provisions concerning product liability.

Disclaimer of Liability

Liability for damages under this warranty is limited to:

- Hidden defects. These are defects that are not visible before or during installation of the product.
- The cost of removing and replacing the material shall be borne by the purchaser. If the product was originally professionally installed, Bjelin International AB shall cover reasonable labour costs.
- Bjelin International AB accepts no liability for any consequential damages.

None of Bjelin's employees, installers, distributors or retailers may alter any of the provisions of this warranty. Should the warranty conflict with local laws, the warranty shall be deemed valid to the extent necessary to comply with such laws. The remaining provisions of the warranty shall not be affected by any such necessary amendments.

Disputes

Any dispute arising from this warranty that cannot be settled amicably shall be finally resolved by arbitration administered by the Arbitration Institute of the Stockholm Chamber of Commerce (SCC).

The Rules for Expedited Arbitration shall apply unless the SCC, taking into account the complexity of the case, the value of the dispute, and other circumstances, determines that the Arbitration Rules shall apply. In the latter case, the SCC shall also decide whether the arbitral tribunal shall consist of one or three arbitrators.

The seat of arbitration shall be Helsingborg.

5G DRY

woodura™

BJELIN

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