

# GUARANTEE SRC FLOORING

You have just bought a product manufactured by SRC Parquet. It is French quality and made in France. We guarantee to provide an after-sale service under normal use for 10 years from the date of its purchase. Regardless of the after-sales service provided by the seller, they are liable for any lack of conformity of goods with the contract and flaws on the terms stipulated in articles 1641 and 1649 of the French Civil Code.

## IMPLEMENTATION OF THE GUARANTEE:

(Article L2 111-12 of the French Consumer Code – Action resulting from lack of conformity lapses after two years from the date of delivery of the goods). The guarantee shall start as of the date on the invoice or the proof of the purchase you should retain with the present certificate. The installation should be carried out in accordance with all the installation instructions and the hygrometry conditions notified in our recommendations which are included with the product and according to the DTU (Standardized Technical Document) concerning the laying. Pursuant to article 1648 of the French Civil Code – The action resulting from critical flaws must be brought by the purchaser within two years after the discovery of the defect. Maintenance should be done with appropriate products.

## THE GUARANTEE SHALL NOT APPLY:

If the products are not paid in full.

If the products are stored or / and placed without respecting our recommendations which are included with the product.

In the event of a discrepancy in appearance between the product and samples which have not been exposed to the same UV exposure. (Article L.211 of the French Consumer Code) – To comply with the contract, the product must:

Be appropriate for the use normally expected for such an article and if necessary:

Comply with the description given by the seller and have the qualities shown to the purchaser in the form of samples.

Have the qualities that a purchaser might reasonably expect given the public statements made by the seller.

Have the features defined by mutual agreement between the parties or be suitable for any special requirement of the buyer which was made known to the seller and which the latter has agreed to.

If the defects were obvious and have not been reported before or during the installation.

(Article L211-4 of the French Consumer Code – the seller has a duty to deliver goods which are in conformity with the sales contract and is held liable for any lack of conformity upon delivery. He is also held liable for any lack of conformity caused by the packaging or the assembly instructions or the installation if the contract says the seller was in charge of the laying or if the laying was carried out under its responsibility).

In case of intentional damage or if the damage is caused by negligence, bad maintenance or arising from accidental events, unforeseeable circumstances or case of Force Majeure.

In case of laying in premises affected by moisture variations.

The natural movements of wood which are amplified if the premises do not respect the climate conditions (very dry air when the heating is on, for instance), shall not be considered even after several years. It is therefore the responsibility of every user to make sure the level of moisture in the ambient air is between 40% and 65%. If not, the user must use a humidifier or a dehumidifier to control the level of moisture.

In case the product was altered and /or repaired (by yourself or a third party), except for minor repairs within maintenance actions.

The 10-year guarantee does not include wear caused by punching or the deterioration of the top coat caused by the use of the pre-mises.

## IN THE CASE OF ANY COMPLAINT:

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If an anomaly is detected, immediately stop the laying and contact us. Please inform us by sending an e-mail with your complaint to [emmanuel.laurent@src-groupe.com](mailto:emmanuel.laurent@src-groupe.com) within a maximum of 7 days from the delivery date with acknowledgement of receipt. We reserve the right to inspect the faulty product on the laying location.

If the claim is justified, after checking the faulty product, we commit ourselves to replacing the faulty product with an identical or similar product. No damages will be paid. In case of any change, the guarantee shall not cover the costs incurred by the extra installation and removal of the product.

We provide you with our expert know-how and we manufacture our parquet flooring with the greatest care this 10-year guarantee is our commitment to your complete satisfaction.