

artisan

BESPOKE TIMBER

Artisan Bespoke Timber Standard Warranty

Applies to Artisan Bespoke Timber brand of engineered timber and subsequent coating supplied by Artisan Flooring Ltd.

Conditions of Warranty

- + Valid to the original purchaser only
- + Valid from date of purchase
- + Warranty is Not transferrable

Structural Warranty

- + 25 year structural warranty for residential installations
- + 5 year structural warranty for commercial installations

Artisan Flooring Ltd warrant that your Artisan Bespoke Timber flooring will be free from structural defects for 25 years (residential) or 5 years (commercial), providing installation instructions are followed and when used under normal residential (or commercial) conditions.

This warranty is subject to the installation being completed correctly and in accordance with the installation, care and maintenance guidelines.

Wood is a natural product and will vary in grain pattern and colour across the boards, this is to be expected and not covered under any warranty.

Timber floors will experience some colour change due to light and UV exposure. This is expected and not covered under warranty.

Timber floors can expand and shrink due to changes in climate conditions, especially with extreme heat, cold or humidity. The engineered construction minimises this movement, however, cannot always eliminate it. This is not a product fault but caused by environmental conditions.

Coating Warranty

- + 5 year limited coating warranty for commercial and residential installations.

Artisan Flooring Ltd warrant that the coating on your engineered timber is applied as per manufacturers recommendations. The coating will not de-bond between coats and is well adhered to the timber surface.

Artisan Flooring Ltd will not cover coating issues where the correct care and maintenance has not been adhered to.

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Claims

Any claims under this warranty must be made in writing within the guaranteed period and must be accompanied by proof of purchase and evidence of the effect. Such claims will be paid on a pro rata basis taking into account the number of years of satisfactory product performance.

If your floor is subject to a claim and this claim is approved, Artisan Flooring Ltd will supply free of charge the following percentages (in quantity) below of the same or comparable product to replace the affected area. You are responsible for paying for the balance of the flooring and installation costs.

5 year structural warranty - commercial

Year which claim is made, calculated from the date of production:	Percentage
Year 1	100%
Year 2	80%
Year 3	40%
Year 4	20%
Year 5	10%

25 year structural warranty - residential

Year which claim is made, calculated from the date of production:	Percentage
Year 1-4	100%
Year 5-8	70%
Year 9-12	40%
Year 13-5	30%
Year 16-20	20%
Over 20 years	10%

5 year limited coating warranty

Year which claim is made, calculated from the date of production:	Percentage
Year 1	100%
Year 2	70%
Year 3	50%
Year 4	30%
Year 5	10%