



OUR WARRANTY

At Marchand we warrant that your flooring will be free from structural defects for 10 years when installed according to the installation instructions and when used under normal residential use.

We deem normal residential use to be daily activities commonly associated with residential use. This includes foot traffic, supporting fixed furniture, and light non-fixed furniture. We deem supporting heavy non-fixed furniture and/or heavy or sharp machinery and equipment as non-residential use.

This warranty is only valid if the product is fully paid and only to the original purchaser. It also begins from the date of purchase and is not transferable or assignable. The warranty is subject to the product being installed and maintained correctly and in accordance to the respective Installation and Care & Maintenance instructions.

This warranty is not valid if your floor incurs a fault due to incorrect installation and/or care & maintenance.

As this is a natural product, it will wear over time, colour and grain pattern will vary from piece to piece and there can be colour variation between batches. The flooring will also react to sunlight, possibly resulting in fading or darkening over time. Generally darker colours tend to fade while lighter colours darken. None of the above is considered a fault/defect and is a part of the natural beauty. Also please note that wood flooring can shrink or expand in response to climate conditions such extreme temperatures and/or humidity. Although the engineered construction of this product is designed to minimize this, it cannot be ruled out. In the terms of this warranty scratching & dinting is not deemed to be a structural defect.

If your flooring does indicate structural defects within the warranty period Marchand at our discretion will either repair without charge the affected planks or replace the affected planks without charge with planks of equal quality/value.

Marchand will not pay for the removal or replacement of cabinets, appliances or other fixtures. Replacement planks are warranted hereunder only for the remaining time of the original warranty and are not guaranteed to match in colour, grain and gloss with your existing floor.

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 defect. Such claims will be paid on a pro rata basis taking into account the number of years of satisfactory product performance.