

WARRANTY

10 YEARS - PARQUET

Empire has been manufacturing multi-layer wooden floors of the highest quality for more than 20 years.

We are very proud of our products, which have a factory surface treatment and a wearing layer which can be re-sanded several times. Together with a complete care and maintenance programme, this allows Empire to offer a wear warranty of 10 years for 14 mm, 15 mm, 20 mm multi-layer parquet

This warranty is an improvement on the rights enjoyed by the customer in accordance with current national consumer legislation and without prejudice to statutory implied conditions and warranties.

1. The warranty applies to finished multi-layer wooden flooring (three layers or more) in Empire' original packaging. The guarantee applies to floors installed in homes and on condition that Empire' laying, care and maintenance instructions for the floor have been adhered to throughout the warranty period.
2. This warranty applies only to the first owner and the first installation of the product and is not transferable. The person deemed to be the first owner is the person stated as the buyer on the purchase invoice.
3. The warranty does not apply in the case of lack of or insufficient maintenance, spot wear, scratches, negligent use, use contrary to Empire laying, care and maintenance instructions, other neglect, damage or special circumstances which can be attributed to the end user.
4. The warranty is valid for ten (10) years for 14 mm, 15 mm, 20 mm multi-layer parquet, from the date of purchase.
5. Empire will remedy faults for which it is responsible as specified above free of charge by repairing the fault or supplying a new product at its own discretion. If the product sold cannot be manufactured any longer or is no longer in stock, Empire reserves the right to supply another similar product.

The warranty does not cover any costs arising as a result of interference with anything other than the product in connection with dismantling or installation of the product or other costs or damage which arise in connection with appearance of the fault.

Empire is not responsible for any damage occurring either directly or indirectly, or consequential losses arising from faults which are covered by the warranty. In no event shall Empire liability under this warranty for any claim exceed the price paid by the customer for the product.Nothing in this Section 5 shall be regarded as in any way limiting or excluding any liability Empire may have to the customer under any relevant statutory regulations concerning product liability.
6. Flooring panels and accessories must be checked carefully for material defects under optimal light conditions before and during installation. Products with visible defects must not be installed under any circumstances. Installation implies acceptance. Complaints in respect of faults which are covered by the warranty must be sent in writing to Empire' dealer without delay, within 15 days from the time the fault is first noticed. If a complaint is not made in time, Empire warranty obligation lapses. The complaint should be accompanied by proof of purchase and a photograph of the damage.
7. No warranty will be offered for appearance claims once the product is installed. The nominated party "owner, installer or representative" takes ownership and has final responsibility to ensure that they have received the correct product that was selected.
8. This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including delamination of the top layer.