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ME Decor Group OÜ  
Registration Number: 16329771  
Legal address: Harju maakond, Tallinn,  
Pohja-Tallinna linnaosa, Kopli tn 27, Estonia 10412

## Limited Warranty for ME Floor Engineered and Solid Hardwood Flooring

### General Conditions:

We guarantee that TM ME Floor engineered and solid hardwood flooring is made from high-quality wood, free from material defects and manufacturing flaws including milling, assembly, geometric parameters and grading.

Since wood is a natural material, it continues to expand and shrink as it transitions between heating and summer seasons. Even properly installed hardwood floors may develop small gaps between planks throughout the year. This warranty does not cover such seasonal gaps. To prevent them - maintain a consistent relative humidity level indoors (45% - 55% for solid wood flooring, and 40% - 65% for engineered wood flooring). Use a humidifier or air conditioner to regulate the air. The room temperature can vary between 18°C - 26°C.

This warranty is provided exclusively to the original purchaser who buys the flooring, uses it for its intended purpose; it also applies only to the first installation and use.

### Warranty Period:


#### Structural Integrity of the Flooring:

- for installed flooring in residential places: 25 years from the moment of purchase;
- for installed flooring in commercial places: 5 years from the moment of purchase;

We guarantee: no delamination between the layers of engineered flooring for the entire warranty period; the shape and dimensions of the flooring will remain unchanged throughout the warranty period, provided that all necessary measures for transportation, storage, installation, operation and maintenance are followed.

### Finish:

The actual lifespan is determined exceptionally by the mode of use, frequency of care, timely restoration and renewal of the coating. When all care, restoration and renewal guidelines are followed, the lifespan is practically unlimited.



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All necessary recommendations can be found on our website [www.me-floor.com](http://www.me-floor.com) in the Technical Information Section. The warranty covers any manufacturing or technological defects that may negatively affect the integrity and functionality of the product.

During flooring use the provided warranty coverage decreases annually on a linear scale by a fixed percentage calculated based on the total warranty period until it reaches 0%. For example, in the event of a valid claim, with a 25-year warranty period, the coverage decreases by 4% per year ( $100\% / 25 \text{ years} = 4\%$  decrease per year).


#### The Warranty Does Not Cover:

Dents, scratches, and other mechanical damage to the flooring resulting from:

- Careless storage and/or transportation after the ownership of the flooring has been transferred to the buyer;
- Incompetent installation;
- Improper use: exposure to sharp objects, heels, pet claws, impact damage, contact with furniture and interior items (furniture legs should be protected with special pads; chairs or furniture on wheels should have soft wheels or be placed on a protective mat etc.).

Damage resulting from failure to follow recommended care and maintenance guidelines:

- Wear of the finish due to abrasive effects (such as of sand), inconsistent and untimely care etc.;
- Cleaning the floor using a large amount of water (the wet trace from cleaning should evaporate within 3-5 minutes);
- Cleaning the floor with inappropriate tools: steam cleaners, not adapted washing vacuum cleaners leading to over-moistening of the floor, vacuum cleaners with a hard or worn-out nozzle etc.;
- Cleaning the floor with unsuitable cleaning and care products (ammonia, chlorine or peroxide-containing cleaners etc.);
- Untimely restoration of the protective properties of the finish.



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Changes in gloss, stains and discoloration resulting from contact of the flooring with liquids or aggressive chemicals that stain or cause chemical reactions (wine, paint, pet urine, wastewater etc.).

Changes in color and fading over time as a result of the natural reaction of wood and staining pigments to sunlight.

Cracks, delamination and deformations of the flooring caused by:

- Excessive drying or over-moistening due to non-compliance with the recommended temperature-humidity regime;
- Over-moistening due to prolonged direct contact with water;
- Failure to observe restrictions on the arrangement and use of heated floors;
- Heating of floorboards above +26°C due to insufficient insulation of heat pipes running under the flooring, direct contact with open flames, or heating appliances.

Damage and deformation of the flooring due to a damp subfloor, as well as unpleasant odors or mold appearance under the flooring due to damp or wet conditions.


Damage resulting from failure to follow installation recommendations.

Deviations in shade, color, gloss level, annual ring pattern, grade, etc. of the flooring from product photos on the manufacturer's website.

Consequences of force majeure circumstances.

Claim Procedure:

The installer and buyer are responsible for the final acceptance of the flooring in terms of quality. Installed planks can no longer be presented by the buyer for replacement under this warranty due to factory defects or non-compliance with the declared grade etc., except those cases where the factory defect only appears later during exploitation.

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Non-compliance with the declared requirements in an amount up to 5% of the delivered batch is an industry standard, can not be grounds for a claim and not covered by the warranty.

Only non-removable discrepancies that are visible to the naked eye from human height under natural lighting and cannot be repaired, touched up, cut, sub-sorted, pressed or fixed during installation are recognized as quality discrepancies.

Immediately stop unpacking and installing the flooring if there are doubts about its quality until all circumstances are clarified. If you believe there are reasons for filing a claim under this Warranty, contact the seller no later than 14 (fourteen) calendar days from the date of discovering the discrepancy with the official Claim form; otherwise, you will be denied warranty service.

The seller has the right to request additional information to determine the validity of the claim, send an authorized representative for inspection, inspect the floors and take samples for examination to determine the causes that led to the claim and their compliance with the Warranty conditions. The buyer must provide access to inspect the flooring during the seller's regular working hours. Based on the investigation, an official response to the claim will be provided within one month.

The buyer's claim shall be annulled if the seller's authorized representative is not given access to inspect the job site or if the flooring has been completely or partially dismantled, sanded or restored before the inspection, provided that such changes or work were not agreed upon in writing with the seller.

Present warranty does not cover any dismantling, removal or disposal, as well as related and consequential reimbursements of costs or expenses. The warranty excludes reimbursement of direct or indirect incidental costs etc. arising from or related to the warranty. The scope of this warranty excludes the seller's liability for loss of use, business interruption, depreciation, lost profits, related financial losses or other incidental losses.

#### Right to Amend:

The seller reserves the right to modify, adapt and revise these warranty terms, as well as installation, care and maintenance instructions. In the event of a claim



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– the case shall be considered under the terms applicable to the product at the time of purchase.

