

The Oggie Flooring 30 Year Guarantee

Oggie
hardwood
flooring
GUARANTEE

SUMMARY TERMS

Oggie guarantees that all of our solid and engineered floors will be free from structural defects for a period of no less than 30 years. This is providing that the floor has been installed correctly to our guidelines and providing that, in service, the site conditions regarding temperature and humidity are also met. Cleaning and maintenance is also important and the correct Oggie Care System must be followed.

GUARANTEE

Enjoy the uncompromising quality of Oggie floors. As one of the leading manufacturers of hardwood flooring we ensure exacting standards in durability, performance and beauty of our products. It is our confidence in our products and services that is reflected in our thirty year guarantee across our product range.

30 YEAR STRUCTURAL GUARANTEE

The 30 year guarantee from Oggie guarantees that their floors will be free from structural defects for a period of no less than 30 years.

THE GUARANTEE IS CONDITIONAL ON THE FOLLOWING:

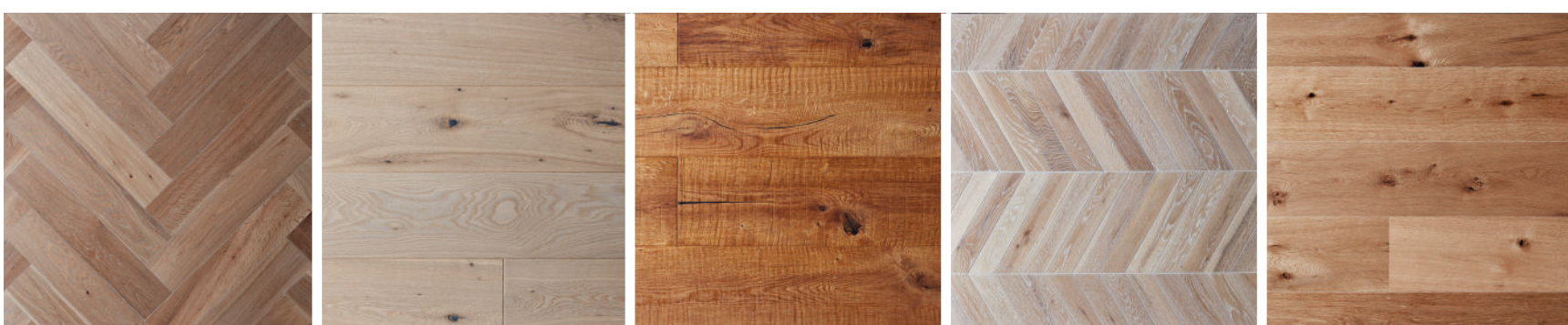
- The floor has been installed, handled and stored in accordance with our installation guides.
- That only Oggie approved installation products, such as adhesives, sub-floor preparation, underlay etc. have been used in the installation. The use of installation products supplied by any other manufacturer will invalidate the guarantee.
- Site conditions must have remained within the Oggie recommended guidelines for temperature, relative humidity, moisture and cleanliness.
- The floor has not been sanded all the way through to the tongue in groove.
- The floor has been maintained to the Oggie guidelines using the appropriate Oggie approved cleaning and maintenance products. This guarantee is non-transferable.

EXCLUSIONS TO THE STRUCTURAL GUARANTEE:

- Oggie is 100% natural wood. It will expand and contract through variations in temperature and humidity, this is not classed as a wood defect as it is a natural reaction.
- Damage to the floor caused by improper installation, excessive water damage (Inc. flooding) is not covered by this guarantee.
- Wood is a natural product. Colour variations are a natural occurrence and not classed as a defect. They are dependent upon the species, age, character, and exposure to sunlight.

STRUCTURAL GUARANTEE TERMS & CONDITIONS:

- Oggie approved maintenance and cleaning products must have been used since installation and followed the recommended procedures.
- Oggie approved installation products such as adhesives, underlays, sub-floor preparation materials etc must have been used in the installation.
- Any claims for problems with the floor when installed over underfloor heating systems will only be considered when a recognized in-floor monitoring system, thermostat, is fitted and can show that the recommended parameters for temperature and humidity have not been exceeded.
- Failure to adequately maintain the floor is not covered by this guarantee.
- Damage to the floor due to moisture from (not limited to) leaking pipes, excessive subfloor moisture, excessive humidity is not covered by this guarantee.
- The installer must inspect the boards before installation. Any claims for defects that could have been seen at the point of installation will not be considered. The installer is considered to be the final inspector.
- Damage such as heel marks/indentations/scratches/scuffs etc. caused by dragging furniture/items across the floor or dropping items on the floor is not covered under the Oggie guarantee.
- Oggie provide fitting and maintenance instructions pertaining to all of our hardwood floors. These procedures should be followed to ensure a successful installation. Failure to adhere to these guidelines could invalidate the guarantee.
- It is the installers responsibility to ensure that the subfloor is level, and there is an adequate damp proof membrane before or during installation.
- The guarantee does not cover damage to floors caused by any "act of God."
- Our guarantee is limited to the value of the floor as supplied only, and not any consequential loss, nor any removal or re-fitting costs.
- Oggie must be permitted to arrange a survey of the floor upon receipt of a claim.
- Upon satisfactory completion of a claim Oggie reserve the right to repair, re-finish, or replace the section of affected flooring.
- Proof of purchase of the original floor; plus Oggie approved maintenance and cleaning products must be submitted with any claim.



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