



RYANS

Professional Wooden Flooring
Restoration and Installation

UNIT D,
The old Brickyard
Higher Poole,
Wellington, TA21 9GN
01823 674562
info@ryansrestoration.co.uk

Company Warranty Policy

Restoration

1. As a company we are happy to pass on a six month warranty for our workmanship and included within that is a warranty from the manufacturers, both of these guarantees are dependent on the manufacturers recommendations as regards post refurbishment cleaning, a post refurbishment cleaning regime as recommended, also the warranty would not cover any intentional or accidental damage that this surface may be subject to, mainly inappropriate footwear, scratches by unprotected chair or table legs, pet soiling etc.
2. We are approved contractors of Bona Flooring and accordingly all materials and processes meet with their current directives.
3. The protective floor seal we use provided by the Manufactures Bona Flooring meets with current BS7044 and European DIN 14909 Standards which insures essential traction levels.
4. We are able, as approved contractors of Bona flooring, to pass on the recognised warranty period of 12 months subject to normal usage which naturally would exclude any extreme activities.
5. The manufacturers also would insist that the recommended cleaning regime, with the approved materials is followed, details of which I understand we have given you/copy attached.
6. Incidentally, the defensive maintenance procedure of a deep clean, abrade and the application of two coats of the manufacturers approved high traffic, high traction specialist floor seal should, given average usage, be carried out every two years. This procedure not only lifts cosmetically the floor but perhaps more importantly reinstates the essential traction levels.

BONA GUARENTEE

The information provided is prepared to the best of our current knowledge and makes no claim to be complete. User is responsible for the establishing that the product and recommendations herein are fit for the designated product purpose, wood type and present situation before use. Bona can only guarantee the delivered product. A professional test. User is required to read and understand all information contained on package labels and safety data sheets before suing the product

Registered in England. Company Number 02160429. VAT Number 793 8100 13 Registered Office
– 9 High Street, Wellington, Somerset, TA21 8QT

Installation

1. Installation Warranty: 1 year unless stated
2. We guarantee all the work for you for one year against any faults due to incorrect installation and product failure. In respect of this, if a problem occurs we will respond within 72 hours to explore the issue in hand and rectify accordingly once liability has been claimed. The guarantee does not cover damage or accidents caused by you or third parties. If you do have any minor imperfections or damage the flooring in any way we will be happy to assist you in rectifying the problem at an extra cost.
3. Ryans Restoration warrants that the products as listed above are free from defects caused by manufacture or faulty material.
4. The WARRANTY is limited to the product being used for its intended purpose, applied / installed and maintained in line with the manufacturer's strict instructions. The WARRANTY described below is given from the date of original purchase and is not transferable.

"INSTALLATION IMPLIES ACCEPTANCE"

NO WARRANTY WILL BE OFFERED FOR APPEARANCE RELATED CLAIMS ONCE THE PRODUCT IS INSTALLED.

5. The nominated party "owner, installer or representative" takes ownership and has final responsibility to ensure that they have received the correct species and finish and grade that was selected in store.

STRUCTURAL INTEGRITY WARRANTY

1. Ryans Restoration warrants its products, in their original manufactured condition, to be free from structural defects for the periods as outlined above for each floor supplied and installed. Wood flooring, being a natural hygroscopic product will expand and contract through heating and non-heating seasons
2. During these seasons you may experience some separation between the boards. This is not a product defect and is not covered by this WARRANTY. Correct job site pre-inspection, installation and maintenance procedures must be followed. Failure caused by excessive expansion of the flooring, excessive subfloor moisture and / or water damage, including but not limited to broken water pipes or flooding, are not covered under this WARRANTY

WARRANTY DISCLAIMERS:

1. Ryans Restoration promises to investigate each complaint on individual merit. Provided that the complaint is solely attributable to a manufacturing fault and the correct fitting instructions and maintenance of the boards have been fully adhered to.
2. Colour variations in flooring are a natural occurrence due to species, age, character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
3. Natural occurring wood characteristics such as variations in grain, colour, knots, mineral streaks, and sap wood are not considered defects.
4. The ultraviolet rays that can burn and age our skin will affect any organic material, including wood. Prolonged exposure to sunlight will change the colour of virtually any wood floor, regardless of the stain or finish. Some woods lighten when exposed to sunlight. Others, like cherry and oak, tend to darken. This is not a product defect.

5. Your flooring requires maintenance. Please follow the instructions provided.
6. The ingress of sand and or dust on to the floor should be prevented by installing a suitable mat by the entrance door(s).
7. Liability arising from this WARRANTY is restricted to hidden defects. These are defects that were not visible before or during the installation of the floor.
8. The WARRANTY can only be invoked if the surface wear layer area damaged for each board is greater than 1 sq.cm. Lacquer / Oil / HPPC wear is not classed as surface damage as this represents additional protection and is subject to correct maintenance practices / periodic re-application.
9. The surface wear layer represents additional protection to the timber and is not a structural element therefore subject to a 12mth WARRANTY
10. Ryans Restoration reserves the right, and must be offered the opportunity to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

WARRANTY EXCLUSIONS

Any of the following shall void and invalidate our WARRANTY

1. Damage due to moisture including but not limited to, leaking pipes, incorrect maintenance, excessive moisture in subfloor or humidity, or likewise by conditions that are too dry.
2. This WARRANTY does not cover damage caused by settling or uneven subfloors outside the scope of our installation.
3. Incorrect installations, done in a way that is contrary to the instructions provided.
4. Improper Maintenance or Inadequate Care.
5. This WARRANTY does not cover damage resulting from accidents or abuses that stain or scratch the finish of wood flooring, diminish gloss, or indent the surface of the wood. It also does not cover damage caused by heavy or concentrated foot traffic, damage by pet's claws (nails), sand, gravel and other abrasives.
6. A stiletto heel can concentrate as much as 2,000 pounds per square inch on the floor. Walking on any wood surface with stiletto heels will cause indentations which are not covered by the WARRANTY.
7. Under this WARRANTY liability excludes any consequential or incidental occurrences that may arise from any claim and is strictly limited to the replacement of the affected flooring. By this we mean we will not pay for any loss, expense, inconvenience or damage other than to the affected wood floor itself.

Should you feel that you have to make a claim, you should contact us as soon as the complaint is noticed by calling 01823 674562 or by emailing info@ryansrestoration.co.uk

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