

PRODUCT WARRANTY

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GRATO
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PRODUCT WARRANTY



General Remarks

The following terms, conditions, exclusions, and/or limitations are to apply to all GRATO products manufactured by WOOD MANNERS SL.

GRATO products are designed to be used for interior residential and light commercial use, protected from external environmental conditions. Other non-intended uses are not covered by this warranty document.

Light commercial is defined as use in environments such as offices, boutiques, in house business which do not experience heavy commercial traffic.

WOOD MANNERS SL manufactures products under high-quality standards suitable for use in high traffic commercial environments. Products for this use must be registered with WOOD MANNERS SL and the warranty for this use will be specified to the customer and reflected in writing in the corresponding sales invoice.

All GRATO products must be installed and maintained in accordance with GRATO installation and maintenance instructions included with all shipments and available from GRATO in writing and digitally at www.grato.es. All Grato products must be installed by qualified professionals. Failure to follow GRATO installation and maintenance guidelines will void any and all warranties.

Structural Integrity Warranty

WOOD MANNERS SL guarantees the structural integrity of GRATO products to the original purchaser for the lifetime of the product. The products will remain free from manufacturing, assembly, and delamination defects as long as they remain in the proper environmental conditions of humidity and temperature (35%-65% Relative Humidity and 60 degrees to 80 degrees Fahrenheit) as indicated in the technical documentation.

Structural damages due to adverse site conditions, broken or leaking pipes, inappropriate weather, or natural disasters are excluded from this warranty.

For the application of this provision, related to the structural integrity warranty, please note:

Wood and its by-products are hygroscopic materials, i.e. they absorb or give up moisture from the environment depending on humidity and temperature conditions. It is necessary to ensure adequate conditioning (ventilation, heating, protection against direct solar radiation, etc.) of the premises so that the wood elements are not subjected to undesirable variations in relative humidity and temperature. Site conditions during and after installation must be 35%-65% Relative Humidity and 60 degrees

to 80 degrees Fahrenheit. Any site conditions which may exist outside these recommended ranges of Relative Humidity and temperature must be noted to WOOD MANNERS SL and a written warranty exception may be extended to accommodate these conditions. Wood products may undergo swelling and shrinkage movements due to changes in Relative Humidity and Temperature especially during heating and/or cooling seasons. These movements may cause gaps between installed elements during certain times of the year, which are not covered by this warranty.

Surface Finish Warranty

WOOD MANNERS SL guarantees the finish of its GRATO products will not wear through or separate from the substrate for a limited time of 10 years for residential projects and 5 years for light commercial projects from the date of purchase, provided they are used in the recommended residential or light commercial traffic conditions and are properly maintained as specified in the technical documentation.

The finish warranty excludes any scratches, loss of gloss, cracks, or damage due to improper use, lack of maintenance, use of cleaning and care products other than those recommended, surface erosion by abrasive particles, pet activity, presence of water, excessive radiation, sharp objects such as stiletto heels, or lack of protection under furniture with wheels or casters.

All woods have inherent color variations and undergo color changes and variations due to different exposure to light. These color variations and changes are a natural phenomenon and characteristic of the wood and are not considered covered by this warranty.

Pre-installation

Upon receipt of the product on-site, it must be carefully inspected prior to installation in order to detect possible defects. Wooden elements that are installed despite visible defects are not covered by the warranty. All GRATO products must be properly installed within 120 days of receipt by the customer unless an exception is granted in writing by WOOD MANNERS SL.

The storage conditions of GRATO products prior to installation must comply with those indicated in the technical documentation (35%-65% Relative Humidity and 60 degrees to 80 degrees Fahrenheit). Failure to comply with these conditions and any damage resulting from them are not covered by the product warranty.

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Conditions for the application of warranties

- The warranties are void if the products are not installed and maintained in accordance with the GRATO installation and maintenance technical documents.
- Any repair, attempt to repair, refinish, or attempt to refinish on the installed elements carried out by personnel not authorized or not expressly accepted by WOOD MANNERS SL shall be cause for termination of the warranties.
- Expenses or invoices from third parties who have carried out repairs or interventions of any kind without the express authorization of WOOD MANNERS SL will not be accepted under these warranties.
- The warranties offered by WOOD MANNERS SL are not transferable to future owners of the premises or dwellings.
- All products must be paid for in full and any outstanding debts from the purchaser to WOOD MANNERS SL must be settled for any rights under this warranty to be in effect.

Claim process per Wood Manners SL warranty for Grato Products

For the application of the warranty on GRATO products, it is essential that the claimant has the corresponding invoice issued by WOOD MANNERS S.L. with proof of payment of the same and provide the following information to the e-mail "info@grato.es":

- Manufacturer's order form (consult the distributor).
- Identification of the distributor (name, phone contact).
- Identification of the owner (name, phone contact).
- Model, description, and characteristics of the product.
- Date of supply/receipt to site.
- Start and end date of installation.
- Installer identification (name, phone contact).
- Materials used in the installation (trade names of glues, adhesives, insulation, etc.).
- Relative Humidity and Temperature information of the current site and from the installation period.
- Photographs of the product (before, during, and after installation. These should show where the material was stored, measuring devices, material testing, installation system, glue application, etc.).
- List of products that were used to clean/maintain the floor, as well as the frequency with which they were used (if applicable).
- Any clarifying comments.

Upon receipt of the above documents, WOOD MANNERS SL will

make available to the customer a claim form to be returned duly completed within a timely manner.

Upon receipt of the duly completed form, WOOD MANNERS SL will proceed to make a written assessment of the scenario within a maximum period of 30 working days.

WOOD MANNERS SL reserves the right to send a representative to examine the claim, complete the documentation provided by the customer, or gather the necessary information to make a correct assessment of the claim.

The property owner or his delegate will authorize the onsite inspection of the installation and its elements. Failure to authorize inspection shall be grounds for non-admission of the claim and termination of the warranty.

In case the claim is justified, WOOD MANNERS SL will provide the materials necessary to replace or repair the defective elements by an equal or equivalent product. Any damage or expense not explicitly agreed to in writing, such as disassembly, displacement, and reassembly of enclosures and furniture, the possibility of using the premises, hotel accommodation, etc., are excluded. WOOD MANNERS SL warranty of GRATO products is strictly limited to the repair or replacement of the GRATO products found to be defective under the terms of this warranty.

Preventive and precautionary actions to protect your installation

- Maintain the humidity and temperature conditions (35%-65% Relative Humidity and 60 degrees to 80 degrees Fahrenheit) of the premises by strictly following GRATO installation and maintenance guidelines. Failure to comply with this preventive measure may result in cracking, splitting, discoloration, warping, bowing, and delamination.
- Use protective pads under furniture.
- Clean up spills of water or any other liquid of any nature as soon as possible.
- Use a dolly when moving heavy objects and avoid dragging heavy objects.
- Avoid contamination with dirt, sand, and other possible particles that act as abrasives.
- Protect your installation from direct sunlight.
- Carry out the maintenance and cleaning activities of your installation following the given indications and do not use alkaline products (soaps, ammonia), abrasive cleaners, bleach.
- Do not use adhesive tape on the surface of the wood.



Wood Manners S.L

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