

WOODPECKER FLOORING WARRANTY TERMS & CONDITIONS

25 YEARS – Stratex Products

Our 25 year warranty for Stratex products has been designed to provide you with complete reassurance about your flooring purchase. It covers:

- The durability of the floor's structure
- The quality of finish including dimensions, joints, and appearance involved in the top layer

Please read carefully,

- Please ensure the installation instructions are followed to ensure a successful flooring installation because the most common cause of floor failure is insufficient sub-floor preparation. Fitting instructions can be found by scanning the barcode on the box, alternatively they can be found on the Woodpecker website:
<https://woodpeckerflooring.co.uk/range/brecon/>

How to make a claim:

If you have found a fault or problem with your floor, please initially contact the retailer from whom you purchased the floor, and ask them to send a letter of explanation and a proof of purchase to us at Woodpecker House, 26 Pant Glas Industrial Estate, Bedwas, Caerphilly, CF83 8DR.

The Claims Process:

1. Your claim will be received and assessed by one of Woodpecker customer success team.
2. A resolution will be sought by one of the customer service team. If a resolution cannot be resolved by the team, then Woodpecker will send a representative to your property to ascertain the root cause of the failure.
3. If your claim is accepted, Woodpecker Flooring will replace your floor with a like-for-like flooring.
4. Failure to follow fitting instructions may invalidate your warranty.

Warranty T&Cs:

1. The warranty is only valid in the country in which the flooring was purchased and original home of installation.
 - a. 25-year warranty against sustaining major structural damage.
2. The warranty does not exclude, limit or suspend your rights resulting from discrepancies between the goods and the agreement, except for products for which the warranty period has been defined differently.
3. Woodpecker warranty is only valid for the person who purchased the product. The warranty is nontransferable.
4. The warranty does not apply where flooring: was damaged from improper transport and storage conditions which did not take into account the specific nature of the product, was installed despite visible defects (faulty boards should not be installed, but left aside for replacement), was damaged from assembly errors (not following the installation guidelines supplied with the product, or commonly accepted principles of the trade), changed from its original shade with the passage of time (wood darkening from sunlight or natural ageing), was modified or repaired without a written confirmation from Woodpecker Flooring, and when any changes or repairs have been made by persons or companies not providing professional services of this type, was damaged from improper use and conservation, and in particular:
 - a. damage from moisture in the sub-floor and in walls, flooding, leaks from elements of water and sanitary installations or other similar events, which resulted in penetration of moisture into the wood.
 - b. damage from temperature or humidity of the air or heating being other than recommended
 - c. damage from the impact of hard objects (objects with sharp edges, shoes, heels), local dents, damages from moving objects across the floor without felt protectors, surface damages from animal claws, as well as rubbing and scratching from sand or dust brought onto the floor with dirty shoes, as well as regular wear of the surface.