

AUDRINI LIVING CONCEPT

AudriniLiving.com

DECORATIVE WALL PANELS IN REAL WOOD.

Warranty Conditions

Prepared for: AudriniLiving.com clientele only

Prepared by: Kristaps Audrins (Sales Executive)

2019. gada 14. jūlijs

If you do not find here what you wanted, send us a detailed request by [email](#).

AUDRINI LIVING CONCEPT

WARRANTY CONDITIONS

The resin or lacquer finish of our product is guaranteed for 2 years from the date of invoice. Audrini Living Concept guarantees against chipping, peeling, blistering of its finish in vertical or horizontal laying on the support. This warranty applies in reasonable use of product and when used for its main purpose only.

INSPECTION

The customer is responsible for inspecting the products before its installation. If, before installation or during installation, you discover a product with obvious defects that do not correspond to the order or if for any reason, you are not satisfied with the product, please contact Audrini Living Concept. Do not install the panels. Audrini Living Concept accepts no responsibility for the costs of product or labor when products with visible defects have nevertheless been installed.

Acclimatization refers to the moisture content of the wood panels, support surface as well as site conditions in terms of its temperature and humidity levels. Incorrect acclimatization can cause many problems further down the line such as buckling, warping or formation of cracks after installation.

Insufficient preparation of support surface or attachment fittings may make the panel unstable and cause premature damage.

The products are shipped via prepaid freight truck. If your order arrives damaged due to shipping, note the damage on the shipping document (CRM) before signing the bill of lading and contact your supplier immediately. Do not ungroup your order and do not install the panels. The inspection must be conducted with suitable light. If, before installation or during installation, you discover a product that has obvious defects, does not match the order or if for any reason, you are not satisfied with the material quality, please contact Audrini Living Concept immediately. Do not install the panels. Audrini Living Concept accepts no responsibility for the costs of product installed or labor costs spent when products with apparent defects have nevertheless been installed. The beginning of the installment works is considered as an acceptance of the coating materials used, the design created and materials used. No warranty claim will be accepted for panels that are visibly damaged if these panels are installed. The installed panels are deemed to be visibly acceptable.

Since wood is a natural product and not as a product made of plastic, industry recognized standard practices to allow up to 5% shipped boards that may have milling, handling, finishing or degradation defects. Parts identified as having such defects should not be installed or if possible installed in an inconspicuous place where these defects will not be seen and will not affect the functionality of the walls.

CONDITIONS

The installation must be done according to the rules of the art and in accordance with the regulations in force in the place where the panels are installed and the standards set out in our installation instructions. Audrini Living Concept panels for outdoor use are guaranteed if supplied in Siberian larch only. The warranty does not cover outdoor panels that are not made out of Siberian larch. Store materials supplied in a clean, dry indoor space on a flat and horizontal surface. Do not store directly in a box on concrete or near an exterior wall.

AUDRINI LIVING CONCEPT

Wood panels require proper acclimatization for moisture equalization prior to installation. For solid boards, acclimatization can be facilitated by opening the package and separating boards into smaller lots. We recommend stacking the panels with chopsticks between allowing each layer to airflow on all sides of the panels. Keep the panels in the properly conditioned area for at least 72 hours before installation to allow the panels to adapt to the ambient temperature.

Before proceeding with the installation, the customer must ensure that the site and the support surfaces meet the requirements of our recommendations. Audrini Living Concept accepts no responsibility in case of failure of the panels resulting from unsatisfactory conditions on the building site or the support surfaces. All work involving water or moisture must be completed before the installation of wall paneling. For any new construction projects or redevelopment projects, the panels must be one of the last installed elements of development. Audrini Living Concept is not responsible for the problems caused by the support surface. Pay extra attention to exterior walls and plumbing jobs carried out on site. Do not install panels until new plaster and masonry have had time to dry. Audrini Living Concept is not responsible for the moisture problems related to the site. The tongue and groove ends of the blades and the cut-outs must be covered on site with the resin or lacquer provided by Audrini Living Concept.

The product must be placed in the year following the date of purchase (proof of purchase to keep). Otherwise, the warranty can not apply. Before installment, the product should be stored properly, flat and in a non-humid place also no subject to fungi and worms. This warranty applies to the products of the exact lot only. It can not apply in any way since the products will be implemented with other products, even similar. The warranty does not apply to defects affecting only the secondary qualities of the product or to those that can be repaired easily.

The maintenance of the products must be carried out with the appropriate products. Beyond the 3rd year, to avoid too much discoloration and keep the original tone, we recommend a maintenance with a layer of resin or lacquer after cleaning the surface with fresh water, added a mild soap, using a sponge or soft-bristled brush. The surface must be dry before saturation.

EXCLUSIONS FROM THE GUARANTEE

Any visible defects must be indicated on delivery or before installation. Therefore unreported defects would be excluded from the warranty and any claim relating to visible and apparent defects would be excluded as soon as the buyer has implemented the product.

Cases of exclusions:

- installation at a distance of less than 500 meters from the seaside.
- products that are not installed, used and maintained in accordance with the regulations in force at the place of installation of the panels and the instructions recommended by Audrini Living Concept.
- the apparent nailing.
- deliberate or negligent damage.
- the use of adhesive tapes not compatible with the finish. This point should be tested prior to placement and be sure to remove the strips before the recommended time by the manufacturer.
- high-pressure cleaning and the use of unsuitable cleaning products.
- anything resulting from a fortuitous accident or direct force, negligence, disassembly or abnormal use characterized by misuse.
- the case of repair of defective products by the customer or the user himself or by a third party (except minor repairs in the context of the maintenance)
- defects related to unusual weather conditions or extreme weather conditions: storm, hail, severe thunderstorm.

AUDRINI LIVING CONCEPT

- The differences in appearance due to the wood species used, final renderings of charred wood, especially the "Crocodile" finish, may vary depending on the species of wood. This can not be the subject of complaints.
- The product must not have undergone any additional surface treatment before and after the installation (incompatibility problems), otherwise the guarantee will be excluded.
- The present guarantee can not be implemented if the buyer, in agreement with the salesman, has noticed a defect of the product and benefited from a reduction of price or a particular advantage with this purchase due to this matter.
- Damage sustained during transportation of the product is not covered by this warranty.
- Audrini Living Concept is in no way responsible for the development of algae, bacteria or mold on products (whether on an exposed surface or not). If this happens, take lukewarm water cut with a little bleach (max 2%) and clean the surface, do a preliminary test on a small surface, take the usual precautions regarding the water of bleach.
- Disorder or pollution of the appearance of the resin or lacquer due to a cause other than the normal action, natural and known of the bad weather and the light of the day. In particular, the design and installation must ensure that the water must not stagnate or infiltrate by runoff or capillarity at any point in the structure.
- Any disorder resulting from contact with chemicals, gas, vapors or harmful pollutants and in general, any abnormal environmental phenomenon.
- Alterations in gloss or hues that are considered for the warranty period as normal and unavoidable.
- Damage resulting from cracks, open joints and untreated wood surfaces.
- The presence of resin pockets. Woods such as spruce and Siberian larch are softwoods. It is therefore normal that pockets of resin can be emptied in the first years.
- The boards cupping.
- Any disorder related to lack of proper annual maintenance (cleaning of dirt).

IN CASE OF CLAIM

If the above conditions are met, the buyer must always sent a letter by registered letter, at the latest, within 10 days of the finding of facts. The invoice must be attached. Electronic e-mail are not accepted.

A representative of Audrini Living Concept can be sent to examine the case. If all the conditions noted above are met, then the company Audrini Living Concept commits itself to pay the labor and resin or lacquer costs taking into account the performance of the water-repellent qualities of the finish for the first 5 years.

NOTE

Audrini Living Concept gives guarantee for flaking and blistering on 70% of the surface during full three years. This does not concern the erosion of the horizontally installed facings due to high wear product been stepped frequently. Compensation costs for direct or indirect damages are not covered by the guarantee. In order for the guarantee to remain valid for the remaining period, the renovated parts must be treated according to the procedure recommended by Audrini Living Concept on a case by case basis. Moving finished product like furniture made from our cladding supplied in charred wood must be done by lifting, not dragging. This warranty does not cover any damage caused by the moving the furniture or erosion of the surface due to the fact of walking on the panels. The decorative products proposed by Audrini Living Concept are products that can present significant variations in texture and color due to their very nature. This is normal and is not covered by this warranty. Similarly the color of stain and resin used by Audrini Living Concept may change over time. This is normal and is not covered by this warranty.