

Warranty

Issue number 19.1 *to check if you have our latest sheet visit tier-global.com/download*

Tier Global (UK) Ltd guarantees to investigate any complaints reported within 25 years from the date of sales invoice. In the event of a valid claim, Tier Global Ltd will provide replacement materials free of charge.

We take the utmost care to achieve the highest standards in our products. Tier Solid Timber products are made of natural wood, therefore they are sensitive to the conditions in which they are transported, stored, installed and used, in particular – to humidity and temperature. Hence, in order to preserve their quality, it is very important to observe strictly the Tier technical conditions of storage, installation, maintenance and care and usage of solid timber (the 'technical conditions'), available from Tier Global (UK) Ltd. The technical conditions outlined, together with the recording of the required data and the drawing up of any relevant documentation, must be strictly observed in order to retain any entitlement granted under the terms of the warranty.

Tier Global (UK) Ltd grants the warranty for the quality of its products, compliant with the following rules:

The Scope of the Warranty

1. The warranty shall cover physical defects resulting from the intrinsic characteristics of the product, present upon its sale, subject to the exclusions below.
2. The warranty shall not cover the features and effects which are the result of the fact that wood is a natural raw material, it undergoes natural processes, and timber products are not fully repeatable. In particular, the warranty does not cover:
 - a) Differences in the colour, texture and grain of the individual planks
 - b) Mineral streaks which differ considerably in colour from the colour of wood – in respect of products made of exotic wood;
 - c) Uneven colours, to include changes in colour (including darkening) as a result of exposure to sunlight;
 - d) Acoustic effects which occur throughout the usage of the floor;
 - e) Natural expansion and contraction of wood resulting in the temporary occurrence of gaps between the planks.
3. The warranty shall not cover defects resulting from the failure to observe the technical conditions, and in particular:
 - a) Insufficient protection of the floor, or a protection being at variance with the technical conditions, especially using unacceptable chemical agents for maintenance and care;
 - b) Defects resulting from improper maintenance and care, including the usage of unacceptable chemical agents;
 - c) Defects which were visible upon installation, if despite the visible defects the planks were installed;
 - d) Mechanical damage, including dents, cracks, stains, or other damages caused by shingles, stones, gravel, sand and other abrasive factors. Domestic animals, pests, high-heel shoes, lack of protective pads under furniture.

4. Failure to record the require measurements and collate the necessary documentation outlined in the terms and conditions will void any entitlement under the terms of the warranty. The warranty shall be valid solely for flooring which is installed within the country in which it was purchased.

All complaints are to be reported in writing by post or email to info@tierglobal.com within 48 hours of the issue becoming visible, to allow us to investigate the cause and extent of the problem. Our guarantee is subject to our terms and conditions.