



100% made
in Austria

20 years

ondo

NATURAL
WOOD
FLOORING

by Admonter

warranty certificate

Admonter Holzindustrie AG in Admont provides a 20-year quality warranty on material and manufacturing defects for the ondo natural floor purchased subject to the following conditions.

Further application instructions can be found in the ondo maintenance & installation instructions as well as on www.ondo-naturholzboden.at

- The warranty applies to all ondo natural floors bought and installed from 1 January, 2018. The warranty takes effect from the date of purchase.
- The warranty covers hidden defects in the floor based on material or manufacturing defects and which occur within the warranty period. Open defects must be reported prior to installation!
- The warranty exclusively applies for the use of the product in standard living and object areas, except for wet and moist rooms.

Warranty:

Warranty is only granted if the claim is handed in written form latest 30 days after of the defect has occurred. The original invoice must be presented to the specialist dealer.

- If the claim is accepted, Admonter Holzindustrie AG will provide replacement free of charge, while the right to repair defective planks is reserved. If the product can not be supplied anymore, you will receive equivalent replacement from the current range.
- The warranty depends on the time value of the goods. The replacement is subject to an annual reduction of 5 % of the original value of the goods. When claiming the warranty you will bear this difference.
- The warranty period is not extended due to a case of warranty.

Excluded from warranty:

- Damages caused by ignorance of the ondo maintenance & installation instructions (download at www.ondo-naturholzboden.at/downloads/?lang=en). For damages not mentioned in these instructions the following rules of trade apply: VOB C, DIN 18356, [ÖNORM B 2218]. In case of changes of the ÖNORM standards, the installation & maintenance instructions remain valid!.
- Damages caused by standing water, insect infestation, accidents or acts of God.
- Changes of the visual appearance such as joints or deformations of the planks (due to the seasons), colour changes caused by light, wear of the surface treatment.
- Stains or mechanical damages to the surface (marks, scratches, etc) caused by incorrect treatment, use or storage, especially damages caused by high-heel shoes, furniture, stones or pets.

Additional claims, titles or rights such as disassembly and reinstallation of the floor as well as consequential costs or damages due to the defective product are not accepted.

11.2019

ONDO natural wood flooring

a brand of Admonter Holzindustrie AG

Sägestraße 539, 8911 Admont, Austria

+43 (0) 3613 / 3350-0, ondo@admonter.at

www.ondo-naturholzboden.at

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YOUR WARRANTY

NOTE: Please completely fill out this form and pass it on to your dealer for confirmation with stamp and signature.
Dealer and beneficiary of warranty confirm the correctness of the data with stamp and signature.

Product / Wood species / Grading:

Production number specified on the backing of the planks:

Quantity in m²

In which room will the floor be installed?

Type of installation?

☐ floating

☐ full glue-down

☐ tongue & groove

☐ lock-it

Type of subfloor?

Under-floor heating?

☐ yes

☐ no

Who will install the floor?

Installation & maintenance instructions were handed out?

☐ yes

☐ no

Name of beneficiary of warranty

Street / Postal Code / Place

Phone

E-Mail

Date of purchase, dealer's stamp and signature

Signature beneficiary of warranty

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