

Claims/complaints on Finfloor are derived solely from the following three options.

1. Damages or shortages of goods received from FINfloor™ Durban (this is when goods are checked by you, the seller, either at your warehouse or occasionally when delivered to site).
2. Damages of goods noticed prior to installation.
3. Your Customer Claims/complaints: Being either material defects after/during installation e.g. porosity, fading, out of square etc.

### 1. Shortages – goods in transit.

- On receipt of goods to your warehouse or to site (by Kings/Dons or any other transporter) all goods must at least be counted to check that the quantities of boxes, profiles or parcels (e.g. brochures or samples) etc are correct, as per the waybill.
- If you are unable to completely check the goods for damages, at the time of delivery, the waybill must be signed off with the words **“Not checked”** or **“Unchecked”** written on the waybill.
- If the waybill is signed, with no notes regarding shortages, **under no circumstances** will claims be entertained regarding shortages/damages at a later stage. Please help us to help you.
- If any damages are noticed while counting (major transport damages will be easy to see), include the details on the waybill, take a photo with your camera or phone and put it in writing and send to Durban Finfloor within 48 hours.
- It is very difficult for us to claim for shortages or damages which have occurred in transit, after the goods have been handed over to yourselves, hence shortages will only be claimable at this stage.

**If you cannot be there to receive, count / check the goods upon delivery then please make sure that there is a suitable person to do it on your behalf – This is your responsibility.**

### 2. Damages of goods noticed prior to installation.

- If you notice that goods are damaged at a later stage i.e. on site during installation, check 1<sup>st</sup> to ensure damage wasn't caused on site, by others. Otherwise inform FINfloor™ immediately & within 48 hours in writing. If you require replacement goods sent up, this can be organized.
- However, we require a detailed list of what is damaged and an explanation of how it is/was damaged.
- **Damaged goods must be held with you** till verification of claim in writing.

**DO NOT UNDER ANY CIRCUMSTANCE INSTALL DAMAGED STOCK, UNLESS THIS HAS BEEN CLEARED WITH FINfloor™, AS YOUR CLIENTS GUARANTEE WILL BE INVALID AND WE WILL NOT ENTERTAIN ANY CLAIMS ON STOCK THAT HAS BEEN INSTALLED!**

WE REALISE THAT SOME STOCK MAY HAVE SMALL KNOCKS. PLEASE USE YOUR COMMON SENSE AND TRY TO USE THE PRODUCT IF YOU CAN. FOR EXAMPLE, IF A PLANK HAS HAD THE GROOVE KNOCKED OFF AT ONE END, THEN USE IT AS A STARTER OR FINISHER.

BY ALL OF US TRYING TO MINIMISE WASTAGE, THIS IN TURN KEEPS PRICES DOWN, TO THE BENEFIT OF US ALL.

### 3. Customer Claims.

- In the event that a customer makes a claim after installation, it is the respective dealer's responsibility to **GO TO SITE** and check for themselves whether it is a valid claim on the product. **DO NOT** commit to any undertaking unless FINfloor™ has given the okay.
- Client must receive an acknowledgement of his complaint, from you within 48 hours & must be seen, by the dealer, within 7/10 days.
- On inspecting the complaint, it is advisable to be armed with, moisture meter, camera (preferably a digital) or, if not, the camera on your phone, if the installation has under floor heating, a laser temperature reader, plus a “feeler gauge” to measure the gaps/openings, as we sometimes get the descriptions as over a mm & on measuring find it is 0.15mm, i.e. within spec.
- It is always advisable to have your product specifications for installation standards & performance, including the operating instructions for under floor heating systems.

### 3. Customer Claims continued..

- Those of you who have been to training will have a trouble shooting/causes guide in your manuals, which covers most, if not all the various types of complaints possible for both Laminates & Engineered woods.
- Your initial check is to confirm whether it is an installation/client caused problem (which has nothing to do with Finfloor) & can therefore be repaired quickly, or if it is truly product failure e.g., porosity, gapping, off square etc.
- **DO NOT commit FINfloor™** to anything without our consent.
- **DO NOT make any comments to the client** on an installation if it was not installed by you, you may not have all the details at hand, or be aware of any a special request that may have been agreed to between the supplier/client, rather refer this to the responsible party.
- **If you have purchased a franchise/business** and your sale was on an 'as is basis' then the responsibility is on you, the buyer, to carry out the repair/remedial work at your cost if it is an installation problem.
- **However**, if your purchase/sale was on the basis of FINfloor™ holding a 24-month retainer of R 50,000 (ex VAT), then the repair/remedial work costs are to be deducted from the retainer, or the seller given the opportunity to carry out the necessary repair/remedial work.
- In the event that you believe it is a valid claim due to product failure, we require the following information **IN WRITING** before we can look into it:

#### Claim procedure.

All claims **must have the customer's Name, contact details**, where and when the floor was installed, plus a copy of the signed warranty card.

We would strongly suggest that the batch number & time of manufacture be recorded on the warranty card. All this information can be found on the back of each & all flooring panels, including the Woodline parquetry range. For the Allure range the batch numbers are on the labels of the boxes.

A report of the "failure" with the following information included:

- The type of flooring.
- Colour of flooring.
- Total area of the floor installed.
- The area that is affected and hence being claimed, with photos.
- A photograph of the batch number on the back of the plank.
- Gap reading with photo of feeler gauge to verify readings.
- **THESE ARE IMPORTANT**, the factory will not give any approval unless this information is supplied & does lead to delays in sorting things out.

#### Settlement/approval of Claim.

1. On receipt of ALL the relevant documentation – we will notify you on the approval/extent of the claim.
2. You must place an order on FINfloor™, stating m<sup>2</sup>/colour required.
3. We will send the replacement stock to you & on completion of the installation, within 14 days of receipt of stock, you must submit to us the following:
  - Invoice for labour @ R35 per m<sup>2</sup> + VAT.
  - Keep at least 2 full panels/planks from the replaced/faulty floor, which must have the clients name, warranty number, m<sup>2</sup> & reason for claim.
  - Should we not receive the above within 20 days of dispatch from FINfloor™, we will have no option but to invoice you for the replacement stock.
  - On receipt of the damaged/faulty goods & a tax invoice we will credit your account.