RAVELLE

FORMA

LIMITED WARRANTY

ENGINEERED EUROPEAN OAK

RAVELLE.COM

RAVELLE FORMA LIMITED WARRANTY

RAVELLE warrants FORMA engineered European oak flooring for **25 years in residential use** and **10 years in light commercial use**, starting on the date of purchase. The same limited warranty applies to installation-related manufacturing defects, structure and factory finish for all eleven FORMA colors in plank, herringbone and chevron.

WHO IS COVERED

Coverage applies to the original purchaser at the address where the floor is first installed. The flooring must have been purchased from RAVELLE or through a dealer or designer authorized by RAVELLE. Coverage does not transfer to a later owner.

Residential use means a private home. Light commercial use includes offices, boutique retail and hotel guest rooms. Keep your invoice as proof of purchase. No registration is required.

WHAT THE WARRANTY COVERS

- **Installation-related manufacturing defects.** Boards are free from milling and grading defects that prevent correct installation, such as a damaged tongue or groove or an incorrectly sized board. Inspect each board before cutting or installing it.
- **Structure.** Under normal use, the European oak wear layer stays bonded to the eucalyptus plywood core and the core retains its integrity.
- **Factory finish.** Under normal use, the matte UV lacquer will not wear through to bare wood. The same 25-year residential or 10-year light commercial term applies to all three coverage areas.

INSTALLATION, INDOOR CLIMATE AND CARE

Have a professional flooring installer follow the FORMA installation guide, including its directions for the adhesive and any underlayment used. Have the subfloor moisture and flatness tested and recorded before installation. Maintain **60 to 80°F and 35 to 55% RH** indoors and follow the FORMA care and maintenance instructions.

A professional recoat using a compatible finish, or a full professional sanding and refinish, preserves structural coverage. Factory finish coverage ends on any area that has been recoated, sanded or refinished. See the guide to repairs and refinishing before authorizing work.

EXCLUSIONS AND NATURAL VARIATION

Coverage excludes the following.

- Water or moisture damage, including floods, leaks, wet mopping, steam cleaning and high subfloor moisture.
- Installation outside the FORMA installation instructions, and boards installed with visible defects.
- Scratches, dents and wear from pets, high heels, sand, grit or furniture without protective pads.

- Damage from fire, accidents, misuse or neglect.
- Color change from sunlight and the natural aging of oak.
- Gaps, cupping or checking caused by indoor humidity outside the specified range.
- Use outside the stated conditions, including full bathrooms or rooms where water can stand.

Oak varies in color, grain, knots and character from board to board. Differences between a sample, a photograph and the installed floor are natural variation and fall outside defect coverage.

REMEDIES AND FIRST-YEAR LABOR

If RAVELLE verifies a covered defect, RAVELLE will choose to repair, refinish or replace the affected material. If the original color has been discontinued, RAVELLE will supply a comparable RAVELLE floor.

During the first year from purchase, RAVELLE also pays reasonable labor for repair or replacement of a verified covered defect. After the first year, labor is excluded. The material coverage continues for the remainder of the applicable residential or light commercial term.

HOW TO MAKE A CLAIM

Contact RAVELLE **within 30 days of noticing the problem**. Email info@ravelle.com or call (818) 881-7421. Include your proof of purchase, photographs of the issue, the installation date, the installer's details and the moisture readings taken at installation. A room view and a close-up help us locate the affected area.

The downloadable warranty includes an optional claim worksheet. Contact RAVELLE within the 30-day period even if you are still gathering photographs or installation records.

RAVELLE may ask for a sample board or to inspect the floor. Contact us before arranging work on the affected area so we can advise on the next step. For a return of unopened cartons, unused samples or unused supplies, consult the return and refund policy.

YOUR LEGAL RIGHTS

This limited warranty is given by RAVELLE, 21328 Lassen St., Chatsworth, CA 91311. It is the only warranty RAVELLE gives for FORMA. To the extent permitted by law, implied warranties, including merchantability and fitness for a particular purpose, are limited in duration to the term of this warranty. RAVELLE is not liable for incidental or consequential damages.

Some states do not allow limits on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages. Those limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary by state. The laws of the State of California govern this warranty.

For a copy of this warranty, contact RAVELLE Concierge. We will email you the warranty PDF or a link to download it from our website. If you would like a printed copy, ask and we will mail one free of charge.

CLAIM WORKSHEET

CLAIM DETAIL	ENTRY, WRITTEN BY HAND BEFORE YOU SEND IT
Name	
Address where installed	
Proof of purchase (invoice number and date)	
Color and format	
Installation date	
Installer	
Moisture readings at installation	
Description of the problem	
Date noticed	
Photographs attached (room view, close-up)	