

FAQ

FREQUENTLY ASKED QUESTIONS

What happens when I sell my apartment/house?

First and foremost, you benefit from the fact that your installed Bauwerk ID shows the buyer that you have invested in a top-quality floor. As with other installed products, you will pass on the guarantee to your successor.

How resilient is the Bauwerk-ID?

The Bauwerk ID is made from anodised aluminium, i.e. the surface is protected and resistant to cleaning agents. Over the years, the Bauwerk ID will develop a patina, just like your parquet.

Can the Bauwerk ID be sanded?

Although the Bauwerk ID can be sanded, this will remove the logo and your registration number. If you have to have your floor sanded, just ask the installer to sand around the Bauwerk ID.



Reference: Villa Breda (NL) | Photo: René van Dongen | Product: Silverline Edition, Oak Avorio

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WARRANTY PACKAGE

Make a statement with the Bauwerk ID



BAUWERK®
Parquet

Warranty package & Bauwerk ID

ADVANTAGES AT A GLANCE

Make a statement about quality with the Bauwerk ID. You also get a warranty extension, a maintenance set selected specifically for your floor, and direct access to Bauwerk's experts if you have questions about your parquet throughout its entire life.

The Bauwerk warranty package includes the following benefits:

- › An aluminium Bauwerk ID with your personal identification number (for the registration of maximum two different products)
- › 10-year product warranty after a successful registration
- › 1 set of cleaning and care products selected specifically for your floor



Warranty package for natural oiled surfaces

Purchasing the warranty package

Order the warranty package in addition to the parquet of your choice from your installer or in a Bauwerk Parquet World.

Mounting your Bauwerk ID

Bauwerk ID must be mounted in a visible place so that you can check the 12-digit personal registration number on it at any time. Discuss this with your floor installer: they will be happy to install your Bauwerk ID in your preferred location.

Registering your Bauwerk ID

Please register on the Bauwerk website. In just a few steps, you can register your parquet floor under your individual ID number at bauwerk-parkett.com/en/bauwerk-id.

1. Prepare the following information for registering your parquet floor:
 - › Product data according to packaging or invoice (e.g. article number),
 - › installer's company name,
 - › quantity installed and date of installation.
2. You can register your Bauwerk ID on the Bauwerk website bauwerk-parkett.com/en/bauwerk-id. The online registration form can be completed in just a few steps.
3. Choose your personal password to complete your Bauwerk ID registration.

Register different products

If you have installed a dedicated Bauwerk ID for each product, simply register them individually. If you have two different products but have installed only one Bauwerk ID, you can register both products under the one ID number.

What does the guarantee include?

Put simply, we double your warranty period. More specifically, the product guarantee defines the legal ramifications of our 10-year product guarantee.

Bauwerk Group Schweiz AG's guarantee for end users of Bauwerk products

1. The longevity of our parquet floors is one of our fundamental quality features. This is why Bauwerk Parquet offers clients a 10-year product guarantee on their installed parquet provided the installer has integrated the Bauwerk ID in the floor and the client has registered the parquet on the Bauwerk website (bauwerk-parkett.com/en/bauwerk-id) under the respective ID number.
2. If a recognised manufacturing error, which has been confirmed by expert appraisal, causes damage to the floor, Bauwerk Parquet assumes not only the cost of material but also the cost of dismantling and reinstalling the parquet.
3. The client and the installer conclude a service contract for the installation of the Bauwerk parquet floor. This product guarantee therefore does not cover any damage caused by incorrect installation, care, cleaning or maintenance, nor does it exclude the installer's statutory guarantee.
4. Furthermore, Bauwerk Parquet is not liable for any improper use, accidents, insect infestations or damage caused by humidity or force majeure. Product-related variances, such as change of colour due to light conditions, deformations due to ambient climate or formation of cracks and surface wear-and-tear are also excluded from this guarantee.
5. After the registration has been completed, Bauwerk will send the end user a registration and guarantee acknowledgement in electronic form. The guarantee period commences upon the completed installation of the floor and lasts for a maximum of 10 years as long as the floor remains installed. This product guarantee does not constitute a further legal relationship between Bauwerk Group Schweiz AG and the end user.
6. Unless mandatory domestic or foreign consumer protection regulations apply under the relevant law and place of jurisdiction, this guarantee is exclusively subject to Swiss law. The place of jurisdiction is 9430 St. Margrethen, Switzerland.