

# CONDITIONS OF SALE

Art. 1) **PRICE:** Prices can be modified so they're not binding if not confirmed by the Company. If the prices of raw materials, transport, duties, etc. increase before the delivering of the goods, the Company could inspect prices as well.

Moreover, the company can modify and/or remove, without giving notice, some articles or collections from the price list.

Art. 2) **SHIPPING:** Goods travel at carrier's risk, even if sold free at destination. The Company is not responsible in case of dent or damage that must be indicated necessarily on the delivery note.

Art. 3) **DELIVERY TIMES:** Delivery times are approximate. A delay can't cancel the order, nor damage can be demanded, if not approved with the Company. The goods are delivered to the street number and the client must bring them to the apartment by its own. Sale contract is concluded as soon as the goods are delivered (not in case of terms of payment different from Advanced TT or Bank draft).

Art. 4) **STORAGE:** Client must check and count the goods when delivered. Starting from this moment, the goods are in custody of the client and it must store them in a closed and dried place otherwise it will be responsible in case of dents and damages.

Art. 5) **PICTURES:** The pictures in our price list and website are by way of illustration, they're approximate and don't secure the final goods.

Art. 6) **SAMPLES:** Before ordering the goods, it's possible to ask for a sample. Every sample has a different price depending on the article. Price includes the shipping cost.

The Company approve the shipping of the samples. Color, tone and size of the sample are by way if illustration and they don't secure the final goods. After receiving the samples, in case of order, the Company will refund money.

Art. 7) **DIMENSION:** The dimensions and the sizes of the goods written in this price list are approximate, so they don't secure the dimensions and sizes of the final goods.

Art. 8) **WARRANTY:** The Company is not responsible for the laying, use and alteration of the goods if not provided by itself.

Art. 9) **PAYMENT:** Terms of payment are decided with the stipulation of the sale contract (cash, credit card, PayPal, bank draft, advanced TT). The Company must approve each other term of payment. Passed the due date, interest on arrears will be counted. In case of delayed payment, the Company can suspend the supply. In case of deferred payment, if approved by the Company, the goods are in the property of the Company till the last payment. The Company won't ship the goods, even after the drafting of a sale contract, if the database proves that the client is not reliable.

Art. 10) **LAYING:** Client sees to the laying of the flooring, if not supplied by the Company. The laying requires specific environmental condition not to distort, swell, or shrink the goods.

Art. 11) **REMAINING:** Every sale and warranty condition is binding if confirmed by the Company. The Company is not responsible in case of deformations, crack, discolorations or any other problem caused by synthetic resins or similar. Electricity and other manual laborers are at client's charge.

Art. 12) **ORDER:** Minimum total to pay to stipulate a sale contract is 100,00 €, save if authorized by the Company.

Art. 13) **RESPONSIBILITY:** The Company is not responsible for damages or losses deriving by the sale of goods and services, delayed delivering and by any other event not directly caused by the Company.

Art. 14) **CLAIM:** Our products are scrupulously inspected and tested. In case of manufacturing defects, the client must send a registered mail to Stemau S.r.l. Via Refrancore 26, 00166 Rome, Italy, attaching testimonial pictures and references, within 8 days after the delivering. After this period any notification won't be considered. The Client is completely responsible for its declaration. The Company is not responsible for alteration or wrong use of the supplied goods and even in case of claim the Client can't suspend or delay the payment. The Company will never accept claims after the laying of the flooring.

Art. 15) **RETURNED GOODS:** The Client can return the goods only after the authorization of the Company. If the Company will realize there was a manufacturing defect, flawed and contested goods will be replaced.

Art. 16) **DISAGREEMENTS:** Potential disagreements between the Company and the Client will be regulated in a friendly manner through arbitrators. They're not obligated to accept this appointment. In case of missed accord between the Company and the Client, Rome Court will be the only one in charge, even though the sales agreement took place elsewhere.

**UNDER AND FOR THE EFFECTS OF THE ARTICLES 1341 AND 1343 OF THE ITALIAN CIVIL CODE I GO ON RECORD STATING THAT I READ THE CONDITIONS OF SALE OF WHICH THE ART. 1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16 AND I ENTIRELY ACCEPT THEM:**

**THE CLIENT (CLEAR AND READABLE SIGNATURE) .....**

## NOTICE TO ALL CUSTOMERS:

Stemau S.r.l., wood flooring producing Company, respects all the wood characteristics, according to the UNI EN RULES. Every batch can be different: samples, pictures, shades, dimensions, sizes are not binding. The selection of the boards is manual so it can't be compared to other materials like ceramics, earthenware tiles, etc. Stemau S.r.l. wood floorings are 100% made in Italy and guaranteed through our "Safe Wood System".

## FLOORINGS CLASSES SELECTION UNI EN RULES:

UNI EN 13226 – UNI EN 13227 – UNI EN 13489 – UNI EN 11538 – UNI EN 13329 – UNI EN 14041 – UNI EN ISO 10874 – UNI EN ISO 10581 – UNI EN ISO 15534

## SYMBOLS AND/OR CLASSES SELECTION ACCORDING TO THE UNI EN RULES:

Select ● Nature △ Rustic ■

## INFORMATION ABOUT THE INSTALLATION OF THE WOOD FLOORINGS:

The goods must be store in a closed and dried place in them original packaging. Packages must be opened only in the moment of the laying that must take place with installed doors and windows and well dried plasters.

The laying must take place when the moisture is between 45% and 60% and the temperature must be more than 10°C.

The moisture of the base must be more than 2% of weight in case of cement or fast drying screed, 1,7% in case of warm up screed and 0,5% in case of anhydride screed.

The moisture must be checked immediately before the laying with a carbide hygrometer.

Further recommendation involving the installation of the flooring must concern to the UNI EN 11262 and following corrections.

## INFORMATIONS ABOUT TIMBERS TRAITS:

The wood is a natural material, that's why every timber has different shades and fibers. Therefore, samples and pictures can't be binding. When the wood is exposed to the sun it uses to become darker and to level out.

To follow some specifications:

Doussiè: after the exposure to the sun, chromatic differences can appear even if at the beginning boards were completely uniform.

Teak: in the moment of the laying it can displays varieties and natural rings that, when exposed to the sun, tends to disappear.

Iroko, Doussiè, Merbau, Wengè: timbers could contain natural concretions and the coloration can be whitish or lemon.

## MAINTENANCE INFORMATION:

Potential rise of moisture or flooding could irrevocably damage the wood flooring.

Color spots, derived from carpets or other things, tend to disappear when the flooring is expose to the sun.

For an appropriate maintenance of the wood flooring you should observe the following measures:

Keep the moisture between 45% and 60% (to avoid fissures, swelling and micro-rifts).

Use a doormat and keep it clean. Normally remove dust with a Hoover or a broom.

Regularly clean the floor with a water and neutral detergent moisten rag, don't use bleach and/or ammonia.

Never wash the floor with boiling water and/or steam appliance maker.

**All goods are sell in a package/box.**

**Every wood flooring package/box has a different surface area. We can sell our flooring only in a indivisible box/package, we can't open it.**

**This price list shows net prices, expressed in € (euro).**

## Legend:

SC=Class Selection

SP=Single Plank

U.R.=Upon Request

m<sup>2</sup>= square meter

lm= linear meter