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# GOOD TO KNOW

Guarantee Package & Bauwerk ID



**Do not forget  
to register.**

Product warranty only applies after  
the installation of Bauwerk ID  
and successful registration.

**BAUWERK<sup>®</sup>**

*Parquet*

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# Bauwerk ID and Guarantee Package

Your Bauwerk floor is one of a kind, a genuine part of your living environment – manufactured by Bauwerk in accordance with top quality standards, carefully selected by you and professionally installed by a specialist. Since we consider the longevity of our floors to be a central quality feature, we have now created a special Bauwerk ID which will act both as a lasting sign of our quality approach and as a seal of quality that allows us to assist you with all floor maintenance activities.

Our attractively priced Guarantee Package includes the following services:

- › Bauwerk ID made from aluminium, with personal identification number (*Registration of a maximum of two different products*)
- › 10-year product warranty after successful registration
- › 1 set including a cleaning and care product suitable for your parquet
- › Specific cleaning and care advice for your floor

## **Where can I buy the Guarantee Package?**

Simply order the Guarantee Package from the installer, together with your selected parquet. The installer will make sure that the Bauwerk ID matches your parquet format and that the Package contains suitable cleaning and care products.

Alternatively, you can buy the Guarantee Package at our Parquet Worlds. If you choose this option, make sure that your installer properly integrates the Bauwerk ID and that you obtain all the product data you need for registration.

## **Who installs the Bauwerk ID?**

Your installer will integrate the Bauwerk ID in the preferred floor area according to your instructions. We recommend discussing the matter with your installer at an early stage. Thanks to the lengthwise tongue and groove connection, the Bauwerk ID will fit seamlessly into your floor.

## **When will the guarantee extension be activated?**

To activate the extended guarantee, enter the number on your Bauwerk ID at [www.bauwerk-parkett.com](http://www.bauwerk-parkett.com) and complete the online form. Once the Bauwerk ID has been registered and installed, the extended guarantee for the Bauwerk product becomes legally binding.

The Bauwerk warranty package is a complete worry-free package, guaranteeing healthy living, providing correct cleaning and care products and a product warranty of 10 years.

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# Registration of the Bauwerk ID

## How do I register my 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 [www.bauwerk-parkett.com/bauwerk-id](http://www.bauwerk-parkett.com/bauwerk-id).

1. To register your parquet floor, we require some information. Please have the following information at hand: Product data according to packaging or invoice (e.g. article number), installer's company name, quantity installed, date of installation.
2. You can register your Bauwerk ID on the Bauwerk website [www.bauwerk-parkett.com/bauwerk-id](http://www.bauwerk-parkett.com/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.
4. Now you can call up your product data at any time and change any data where necessary.

## How do I proceed with registration if I have several products installed in my home?

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



**10 YEARS**  
**BAUWERK**  
**PRODUCT**  
**GUARANTEE**

**BAUWERK®**  
Parquet

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# What does the product guarantee include?

Simply put, we double your guarantee claim. More specifically, the product guarantee defines the legal ramifications of our 10-year product guarantee.

## **Bauwerk Parkett 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 ([www.bauwerk-parkett.com/bauwerk-id](http://www.bauwerk-parkett.com/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 Parkett 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.
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# FAQ

## **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. The new owner can use the login to change the contact details.

## **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 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 individual registration number. If you have to have your floor sanded, just ask the installer to sand around the ID.

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## Please contact us at the following addresses with your questions and orders:

› **in Switzerland:**

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