



HARDWOODS

General Conditions

EUROPEAN OAK | EUROPEAN MADE
ENGINEERED | SOLID | CUSTOM MADE



General Conditions

DELIVERY TIME

Luma Hardwoods® parquet is finished according to the choice of the client. Therefore one has to take into account a delivery time that depends on the chosen collection:

- Domestic: 4 weeks
- Life, royal & stormwood: 6-8 weeks
- Project, olympus, atelier & artisan: 6-8 weeks

The delivered quantity may differ 1m2 from the quantity ordered.

Complementary products can be picked up immediately or can be delivered within a week, if in stock. If they are not in stock, these products will be available again within 2 or 3 weeks, depending on production or origin.

We take the necessary actions to be able to respect delivery times, but do not accept any penalties for delay. A potential delay can never lead to a cancellation of an order.

You can always pick up your order. However, we would like to ask you to confirm one day before, through email or over the phone, so we can make sure your order is ready for pickup in our warehouse.

WARRANTY

We provide a warranty of 20 years for our Luma Hardwoods® parquet floors. The warranty only counts for production errors of the material and not for complementary costs.

The warranty does not count for costs related to the removal or installation of the floor, but only for new material.

The warranty expires in case of faulty processing, installation or maintenance of the parquet floor.

Complaints that were visible before or during processing or installation, will no longer be accepted after the processing or installation of the parquet floor has taken place.

The warranty does not count for the natural movement of the material. Seams due to wood movement (and such) do not fall under the warranty.

Wood is a natural product and will always continue to live or move: if the relative humidity is high the parquet will expand, if the humidity is too low, it will shrink.

It is impossible to define the exact lifespan for an oil or varnish finishing, as it depends very much on the maintenance of the parquet floor and external factors.

Luma Hardwoods® parquet has to be well maintained if one wants it to last long. The maintenance requirements can be found above or can be downloaded on www.lumahardwoods.com

The oak wood is smoked under the influence of ammonia vapors, which causes the darkening. The exact colour is determined by the amount of tannic acid in the wood, which varies from plank to plank.

The colour of smoked oak or thermically processed oak can lighten with time.

Any samples you may have seen can show differences in colour. For other matters we would like to refer to the back of our invoices.

RETURNS

Returns will under no circumstances be accepted, unless it concerns a clear mistake of our company (bad quality, wrong product, too much has been delivered,...)

Opened packaging is never accepted (except if the product has hidden defects)

Special orders or specific tailor-made goods for the client cannot be returned and will not be accepted.

Every contestation has to be reported in writing within 24 hours after delivery.

Damaged goods cannot be returned and will not be accepted.

The returns always have to be packaged and the waybill has to state clearly it concerns a "return".

Sold goods cannot be exchanged or cannot be returned without agreement of our management. If they can be returned, this will happen at a sales value of 50%.

PRICES

All prices, offers and delivery times are considered to be of indicative value and are never binding.

This price list cancels and replaces all previous price lists.

For these prices, VAT is always excluded, payable by the buyer.

For international delivery transportation costs will always be charged, despite the amount of the order.

PAYMENT

Unless agreed otherwise in writing, our invoices are to be paid in cash. The invoice due date can be found on the front of the invoice.

SAMPLES

Samples (up to 1m²) cost 70 euros, excluding shipping. These can be earned back, to be discussed per order.

Hand samples are free, excluding shipping.

RETENTION OF TITLE

The by BELGIQA delivered goods remain our property as long as the buyer has not fully completed his (financial) commitments, as stated in the agreement.

We have full access to all things that belong to our property at all times and wherever they may be.



Technical data sheet Luma Hardwoods® parquet

DELIVERY TIME	Luma Hardwoods® parquet offers a very diverse range of high quality parquet. Luma Hardwoods®parquet is available in all dimensions, qualities and finishings. Every plank has been carefully sorted and treated with a (coloured) oil or varnish of the client's choosing. These sophisticated colours all have there own unique character. They create a cosy, stylish atmosphere and can be combined with many different kinds of interiors. An undisputed added value to your home!	
SURFACE	European Oak, except Domestic	
SUBSURFACE	Birch Plywood (MR Moisture Resistant), except Domestic	
TYPE	Multilayer parquet with 4 sided tongue and groove	
DIMENSIONS	10/3 x 185 x 1800-2200 mm 12/4 x 160/180 x 1500-2500 mm 14/3 x 157 x 1800 - 2200 mm 15/4 x 160/180/200/220/240/260 x 1500-2500 mm 20/6 x 160/180/200/220/240/260 x 1500-2500 mm 19/4 x 300 x 1500-2500 mm 14/3 x 190 x 1900 mm (Domestic)	
QUALITIES	4 gradings: Prime/Bis, Bis/Rustic A, Rustic AB of Rustic Prime/Bis = 1st choice and bis: very few en very small knots Bis/Rustic A = very few knots, max. Ø20mm Bis/Rustic AB = filled knots and checks allowed, max. Ø30mm Rustic = filled knots and checks allowed	3 gradings: Select/Bis, Rustic AB of rustic CD Select/bis = Very few knots. Ø10mm, very limited sapwood Rustic AB = Limited amount of knots, max. Ø30mm, limited sapwood Rustic CD = filled knots, max. Ø50mm, limited sapwood
FINISHING OF THE SIDES	V-bevel / U-bevel / Micro V-bevel / straight edges / Aged bevel	
FINISHING OF SURFACE	Brushed / Aged / Band Saw Effect / Coloured Bevels	
FINISHING COAT	Oiled or Varnished	

Technical data sheet Luma Hardwoods® parquet

8 COLLECTIONS	DOMESTIC	Estelle / Danielle / Laurette / Maurice / Mathis / Louis / Georges / Rachelle / Cécile
	LIFE	Coast / Beach / Lounge / Honey / Pub / Club / Mist / Forest / Lagoon
	ROYAL	Blanc Intense Brossé / Blanc Pure / Bois Pure / Fumé Blanc / Fumé Foncé / Fumé Café / Gris Nuage / Bois Gris / Gris Ardoise
	OLYMPUS	Apollo / Bacchus / Mercurius / Mithras / Ceres / Vulcanus
	STORMWOOD	Omer / Gaspard / Joseph / Léon / René / Gustav / Olav / Gaston / Armand
	ATELIER	Tournevie / Mandrin / Perce / Marteau / Rabot / Burin / Pince / Écrou / Boulon
	PROJECT	Marble / Stone / Steel
	ARTISAN	Colette / Colonial / Bruges / Anvers
CONTENT OF PACKAGING	Variable	
INSTALLATION	Tongue and groove 4S	
TYPE OF INSTALLATION	Glued	
MOISTURE CONTENT OF PARQUET	10% (+/- 2%) The wood has been dried accordingly to a equilibrium moisture content (+- 8%) that corresponds to the average indoor climate, being a constant humidity of +- 50%, at a room temperature of +- 20 à 21°C.	
MAINTENANCE	See instructions per collection.	
UNDERFLOOR HEATING	Allowed, if specific requirements are met.	
WARRANTY	20 years	
VALUATION (CE MARKING)	European Standard: NBN EN 14342	
FORMALDEHYDE-EMISSION (EN 717-1)	E1	
FLAMMABILITY CLASS (EN 13501-1)	12 en 15mm thickness: Dfl-S1 20mm thickness: Cfl-S1	
PCP (PENTACHLOORFENOL)	does not contain PCP	
THERMAL CONDUCTIVITY (EN 12524)	= 0,17 W/(mK)	

ESTD. — 2009

LUMA HARDWOODS

rooted in quality