



Internet Purchasing Policy

Kährs Policy on purchases made over the Internet

Kährs does not recognize warranty claims on any Kährs products sold over the Internet.

The Internet is an excellent tool for finding company information and to evaluate product features. Kährs firmly believes in the importance of this medium to create a wider understanding of wood flooring, to illustrate the beauty of different species, to educate consumers, and to stimulate a visit to a local retailer.

The showroom is the place where sales should be discussed and sealed due to the complexity and prerequisites for the floor installation, designs, and the Kährs quality policy to ensure the consumer ends up with a floor that is perfect for their needs.

At Kährs, our goal is to provide consumers, installers, builders, and distributors with the highest quality wood flooring in the industry. In order to protect the **Consumer**, we offer our products through a network of Kährs Authorized Dealers which **does not include Internet Dealers**.

We have received numerous calls from consumers who have had unpleasant experiences as a result of purchasing flooring over the Internet. The installation of a Kährs floor in your home is a substantial investment; therefore we offer the following warnings before considering a purchase over the Internet:

1. Warranty protection: Kährs will not review a claim without the selling retailer and selling distributor inspecting the floor and confirming that a problem exists in accordance with our stated warranty.
2. Poor installation is the number one cause of consumer dissatisfaction. Authorized dealers are required to follow the Kährs Installation Guide and have access to all installation and product training programs offered by Kährs and our distribution partners.
3. Kährs provides warranty coverage on first quality material only. Economy grade products are not covered. This can pose significant problems for the Internet consumers if they are not able to visit their local retailer should they have any questions or concerns.

Beware of products offered at substantially discounted prices over the Internet. Hidden costs such as freight and installation are generally not reflected in those discounts. Your local authorized dealer offers the benefits of full warranty protection, superior customer service, and manufacturer-backed quality that are reflected in their prices.