

PlusFloor 0.5mm Wear Layer Commercial Warranty (10 Years)

Congratulations on your purchase – you have chosen a PlusFloor vinyl flooring product. The warranty includes the most important information regarding care and use.

1. The scope of the guarantee:

The guarantee covers flooring free from faults that could affect its appearance and functionality. If any part of the purchased floor becomes damaged before the expiry of the guarantee, the manufacturer is obliged to mend (renovate or exchange) the faulty part. There is, however, only one condition: the floor should be assembled and used in the manner outlined in the guarantee and the instructions of assembly and use. The manufacturer reserves the exclusive right to select the replacement product, parallel in terms of quality and class to that purchased previously.

2. Guarantee conditions:

PlusFloor grants a guarantee calculated from the date of purchase. The date of purchase is the invoice date, which is the primary document conditioning the guarantee and it is vital that it should be retained by the purchaser. The invoice should be kept until the expiry of the guarantee period.

3. Assembling and maintaining the PlusFloor flooring in accordance with the guarantee:

The PlusFloor flooring should be assembled and maintained according to the assembling instructions attached to each packaging.

Materials other than recommended in the assembling instructions must not be used. In the case of flooring glued to the ground, relevant assembling instructions should be followed and exclusively recommended materials should be used. The condition for recognising a guarantee complaint is the presentation of receipts for the purchase of such materials. In order to avoid spreading dirt and sand, door mats or protective mats should be positioned in front of the entrances to rooms; their width should be equal to that of the door.

The floor is to be kept clean by sweeping and dusting – dry or with a slightly damp cloth with addition of a maintenance agent. Typical floor pastes or silicon-based cleaning agents must not be used. Furniture legs and other places of furniture or equipment pressure onto the floor should be shielded with felt or rubber pads. Armchairs with casters should be equipped with soft wheels, the so-called rollers.

CAUTION: All boards should be checked before and during laying of the floor with regard to the possible occurrence of faults clearly visible to the naked eye, problems with assembling or colour differences. The inspection should be performed in daylight or similar, in the room in which the floor is to be laid. After laying of a floor with faulty elements, the manufacturer will not recognise the complaint. Therefore, floorboards with visible faults should not be installed.

4. Exceptions not encompassed in the PlusFloor flooring guarantee: Special cases in which the guarantee does not apply:

- a) Incorrect or inappropriate assembling. PlusFloor flooring should be laid following the rules and conditions of assembly determined precisely in the PlusFloor flooring instructions of assembling and use. It is the purchaser's obligation to become acquainted with the instructions and follow the rules when installing the PlusFloor flooring.
- b) Independent modification of the product or its repair, if the works have not previously been approved of by the manufacturer (a written proof is required); or if the works were performed by individuals or companies who are not the manufacturer's authorised assembling service.
- c) Assembling of the floor in an incorrect place and conditions (e.g. sauna, outside, etc.). In such a case the guarantee does not encompass the loss of the aesthetic value of the floor (e.g. cracking and fading).
- d) Mechanical damage resulting from scratching, hitting, flooding with water or exposure to the work of gravel, sand or other grinding factors.
- e) Damage ensuing from faults in maintaining the PlusFloor flooring (e.g. indentations caused by metal mop ends or chair casters) or natural disasters (fire), as well as cuts, wear, scratches or other mechanical damage caused by lack of appropriate floor maintenance or resulting from inappropriate use.
- f) Assembling of floor with visible faults which should have been noticed before the assembling (in such a case, the guarantee encompasses only that part of the product that has not been laid).
- g) Maintenance and conservation other than that recommended by the manufacturer.
- h) The use of assembling materials other than those recommended in the instructions in the case of a flooring glued to the ground.

5. Placing a complaint.

Complaints should be submitted up to 2 months from noticing or appearing of the product's fault, in a written form addressed to the seller from whom the product was purchased. The complaint should be accompanied by a photocopy of the PlusFloor flooring purchase invoice and a photograph of the fault.

6. Recognising a claim.

In order to verify the legitimacy of the guarantee claim, the manufacturer reserves the right to conduct floor inspection.

The legitimacy and the outcome of the guarantee claim will be considered within a time-frame determined by the regulations of the civil code.