

Grand Surfaces Warranty

We take pride in designing each of our products with the goal of providing the best flooring for your needs. In addition, we use the highest quality components and quality control techniques to ensure the reliability and long life of our products. No installer, dealer, agent, or employee has the authority to alter the terms and conditions of this Warranty. **IMPORTANT:** This Grand Surfaces Warranty is applicable only if the Grand Surfaces Installation and Maintenance instructions, which are part of the flooring packaging and the packaging for our auxiliary (adhesives, maintenance & cleaning) products and which in any case can be found on our website www.grandsurfaces.com, are respected. In case there are any questions, contact us at: info@grandvalleytile.com.

1. QUALITY STANDARDS WARRANTY

We warrant that at time of delivery each of our flooring products meets the applicable Quality Standards, as follows:

- cork Go Floating Xtramatt /cork Essence Floating Xtramatt+: EN12104 - EN 20326/EN14041;
- wood Essence Floating NPC / stone Essence Floating NPC: EN12140 - EN20326/EN14041;
- wood Go EN16511/En 14041;
- wood Resist ECO Floating: EN16511/ EN14041;
- wood Resist Floating: EN16511/EN 14041;
- wood START SPC: EN16511/ EN14041;
- wood START LVT Floating SPC: EN16511/ EN14041;
- wood START Resist ECO: EN12140 - EN20326/EN14041;
- wood START Green Design: EN12140 - EN20326/EN14041;

2. EXTENDED WARRANTY (STRUCTURAL AND WEAR)

Whenever our products are supplied as new and through authorized channels, we guarantee that within the specified timeframe (after invoice date) mentioned in the table below: (i) our flooring products will be devoid of any manufacturing defects and (ii) the Surface Wear Layer will remain intact. The term "will not wear" refers to a complete absence of wear on the Surface Wear Layer, covering an area equivalent to 5% of the total installed Surface Flooring.

		LOOKS									
		cork			wood			stone			
RANGE	Go									-	
	Resist	-	-	-						-	
	START SPC	-	-	-						-	
	START LVT	-	-	-						-	
	Resist ECO	-	-	-						-	
	Essence										
	Start Resist ECO	-	-	-	-						-
	Start Green Design	-	-	-	-						-

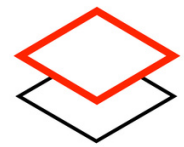
Heavy Traffic Residential areas

Moderate Traffic Commercial areas

Medium Traffic Commercial areas

Heavy Traffic Commercial areas

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GRAND SURFACES

3. EXTENDED WARRANTY (STRUCTURAL AND WEAR)

In the rare occurrence that any of our products fail to meet the terms of the applicable warranty, we will, at our discretion, undertake the repair, refinishing, or replacement of the defective product with either an identical product or an alternative of equal value (as determined by us). Alternatively, if replacement or repair is impractical or cannot be executed promptly, we will refund the original purchase price. The specific details are outlined below: A) Within the first five (5) years of this Warranty: i) Defective flooring products will be replaced ii) Faulty products will be removed. iii) Replacement products will be installed, ALL AT NO COST TO YOU. Alternatively, we may provide a refund, based on our choice. B) After the initial five (5) years period (if applicable): We will solely provide all or a portion of the flooring products for replacement, as indicated in the lifetime usage table provided below:

Period (years):	Warranty Coverage:
0-5	100% of the Flooring Products for replacement + costs of removal and installation
6-10	75% of the Flooring Products for replacement (without costs of removal and installation)
11-20	50% of the Flooring Products for replacement (without costs of removal and installation)
21-25	25% of the Flooring Products for replacement (without costs of removal and installation)

4. EXCLUSIONS

This Warranty shall not be applicable in any of the following instances:

- 4.1. Installation carried out without adhering to the prescribed procedures or without using approved auxiliary products, or improper or non-recommended refurbishment methods (as stated in the GVT Installation and Maintenance instructions).
- 4.2. Incorrect subfloor patches, underlayments, or subfloors (please refer to the GVT Installation and Maintenance instructions for guidance).
- 4.3. Inappropriate product selection for specific flooring usage or site conditions (please consult the GVT Installation and Maintenance instructions).
- 4.4. Improper maintenance or use of unapproved auxiliary products (please refer to the GVT Installation and Maintenance instructions).
- 4.5. Modification or repair of products using materials or installation/repair methods not specifically recommended in the GVT Installation and Maintenance instructions or authorized by the manufacturer.
- 4.6. Exposure to extreme environmental conditions, including excessive heat, moisture, or dryness (RH levels exceeding 65% or falling below 35%).
- 4.7. Gloss change or loss that does not constitute surface wear.
- 4.8. Trivial or inconsequential visual defects, such as those not perceptible at a standing distance of 1.5 meters or only visible in specific lighting conditions, are not covered by this Warranty.
- 4.9. Rolling chairs must comply with EN 12529 (Type W). It is recommended to use protective mats under rolling chairs.
- 4.10. Gaps exceeding 0.20mm on floating floors (as per EN 14085) existing at the time of installation.
- 4.11. High commercial areas (Class 34) or industrial areas (Class 42) (despite being permitted by ISO 10874 classification) are not covered by this Warranty.
- 4.12. GVT product lines not explicitly mentioned in paragraph 1 of this Warranty or any flooring products sold as "second choice."
- 4.13. Accidents, abuse, misuse, force majeure, damage caused by heavy furniture or equipment without adequate protection, impact damage, hydrostatic pressure, scars from sharp or pointed objects, cuts, tears, scuffs, scratches, negligence, burns (cigars, candles, etc.), water damage, erosion, spiked heel shoes, pet claws, pebbles, sand, or other abrasives.
- 4.14. Detectable defects that can be verified prior to installation.
- 4.15. Variation in shade or color. Our flooring products are made from natural materials, and we do not warrant any variations in shade or color between samples/photographs and the actual flooring, including differences that may arise from batch to batch, sunlight exposure, replacement of a portion of the floor, or variations resulting from the age and history of the same product reference/batch.
- 4.16. Squeaking in cork floors. Squeaking can be caused by various factors, such as fluctuations in relative humidity, subfloors that are not perfectly leveled, or the presence of underlays or other types of layers beneath the flooring.
- 4.17. Compensation for labor costs will only be provided for approved claims involving installations performed by licensed professionals.

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5 CONDITIONS

This Warranty:

- . Is valid from the date of purchase (invoice date).
Applies solely to GVT flooring products in their original installation location.
- 1 Is applicable only to products sold to the initial end consumer and is non-transferable.
Shall expire if the product or installation location is transferred or resold.
- . Is applicable to all products only if the care and maintenance instructions are strictly
- 2 followed.
- . Applies to flooring used exclusively in interior residential and commercial applications
- 3 subjected to normal foot traffic, excluding wet or damp areas such as bathrooms or saunas.
- .

~~THIS IS A LIMITED WARRANTY. EXCEPT AS PROVIDED HEREIN, WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE PRODUCTS, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. OTHER THAN AS EXPRESSLY PROVIDED HEREIN, UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE TO THE END USER/PURCHASER OF OUR PRODUCTS OR ANY OTHER THIRD PARTY FOR ANY DIRECT OR INDIRECT DAMAGES (INCLUDING CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR OTHERWISE, INCLUDING LOST PROFITS) ARISING OUT OF ANY DEFECT IN OUR PRODUCTS.~~

This Limited Warranty grants specific rights but does not affect any rights of any end user/purchaser provided by law. You may also have other rights under the law, which may vary from country to country or state to state. Some countries do not allow the exclusion or limitation of implied warranties or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

6. IF YOU ENCOUNTER A PROBLEM

In the unlikely event that you discover an issue with your GVT flooring product, please follow these steps: 6.1. Promptly notify your supplier in writing about the problem, providing proof of purchase date, type and grade of the defective products, and the quantity of flooring involved. Keep a record of your communication and retain the information until your issue is resolved. 6.2. If you are unsatisfied with your supplier's recommendation, an authorized representative must inspect and verify the defect. We reserve the right to assign a representative to inspect the floor and collect samples for analysis. If the defect is verified and confirmed by an authorized representative, we will proceed as described in point 2. 6.3. If your supplier is unable to resolve the problem, please contact us at info@grandvalleytile.com.