



WARRANTY

RIGID VINYL FLOORING

WITH 0,30 MM WEAR LAYER

WARRANTY PERIOD

1. 20 years for heavy residential use (class 23 according to norm EN ISO 10874).
2. 10 years for light commercial use (class 31 according to norm EN ISO 10874). This warranty covers the wear layer and the construction of the rigid vinyl flooring. The warranty is valid provided that the rules and recommendations included in the installation instruction are followed.

GENERAL CONDITIONS

PRE-INSTALLATION WARRANTY

1. It is the duty of the installer, whether professional or DIY (do it yourself), to inspect all flooring before installation. If during inspection the installer or buyer feels the floors is the wrong colour, improperly manufactured, is off-grade or has the wrong gloss level, he/she should not install the flooring. Please immediately contact the retailer from which the flooring was purchased.
2. Installed flooring is deemed to be visibly acceptable. No claims will be accepted for flooring which is visibly wrong if such flooring is installed.
3. Warranty applies only to the first owner and the first installation of the product and is not transferable. The person deemed to be the first owner is the person named as "buyer" on the purchase invoice.

MOISTURE WARRANTY

1. EPUFLOORING Sp. z o.o. warrants the rigid vinyl flooring in its original manufactured state to the original purchaser from the date of purchase, under normal residential use, that the surface, when properly installed, shall be resistant to damage from water and other normal household spills resulting in discolouration or structural decomposition.
2. The moisture warranty does not cover flooding, standing water, leaking pipes, household mechanical failures, appliance leaks or pet urine.

WARRANTY FOR THE INSTALLATION OVER UNDERFLOOR HEATING SYSTEM

1. EPUFLOORING Sp. z o.o. warrants to the original purchaser that this rigid vinyl flooring may be installed over underfloor heating system under the conditions explained in the installation instruction.
2. Should you have any doubts, please contact the supplier of your underfloor heating system directly.

RESPONSIBILITIES

RESPONSIBILITIES OF THE ORIGINAL PURCHASER

1. In the event of claim, the original purchaser should notify the authorized distributor of EPUFLOORING Sp. z o.o., from whom he made the purchase, no later than 14 calendar days from the discovery of any problems, taking into account the warranty period. After this period, such claims will not be accepted.
2. The original purchaser should provide the authorized distributor with a valid proof of purchase in the form of a receipt or invoice and a detailed description of the problem and/or photographs/samples that clearly demonstrate the problem.
3. The original purchaser is obliged to leave samples of the installed floor (2 pieces of planks/tiles from different packages) in order to carry out a quality test.

RESPONSIBILITIES OF THE MANUFACTURER

1. The deadline for processing the complaint is 14 calendar days from the date of submitting the complaint. EPUFLOORING Sp. z o.o. reserves the right to inspect the floor and if necessary, take samples for additional assessment. In this case, the complaint will be considered immediately after the inspection.
2. EPUFLOORING Sp. z o.o. may repair or replace defective products at its sole discretion. Due to the fact that this is the only remedy provided under this warranty, any attempts to repair, replace or refinish the floor before the optional inspection by EPUFLOORING Sp. z o.o. will void this warranty.
3. This warranty does not cover the cost of replacement (disassembly and reassembly) of the floor. In the event of a replacement of part of the surface, EPUFLOORING Sp. z o.o. reserves the right to offer replacements with optical deviations resulting from different product batches or with similar specifications at the choice of the original purchaser.
4. If EPUFLOORING Sp. z o.o. honours a claim under this warranty, it will authorise repair or replacement at the pro-rated percentage cost of the material. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on a product warranted for 25 years, then EPUFLOORING Sp. z o.o. will pay 88% ($25 - 3 = 22$, $22/25 = 88\%$).
5. EPUFLOORING Sp. z o.o. will inform you about the method of settlement in writing or by e-mail.

LIMITATIONS AND EXCLUSIONS

1. This warranty does not apply to any product or products designated or sold as second grade, close-out, sell-off or non-standard items. This warranty does not apply to any product or products designated or sold "as is" (for example damaged packaging).
2. This warranty is not transferable and extends only to the original purchaser of flooring installed in the house for which was originally installed.
3. EPUFLOORING Sp. z o.o. will not accept any claims related to differences in color, structure or gloss between the real product and a photo or display sample, and does not cover the costs of installing a floor that contains manufacturing defects. In addition, the original purchaser should be aware of possible differences between different product batches (color, structure, gloss). The conformity control of the production batches should take place before the installation. The batch number is located on the click system of the rigid vinyl flooring.
4. EPUFLOORING Sp. z o. o. will not pay for any incidental or consequential damages. This means any loss, cost or damage other than the floor itself that may result from a defect in the floor.
5. The rigid vinyl flooring must be installed in accordance with the installation instruction provided by EPUFLOORING Sp. z o.o. This warranty does not apply to any damage caused by:
 - installation in outdoor areas, sun rooms, solariums, porches, garages or other area's subject to excessive moisture or extremes of temperature;
 - installation in areas where temperature falls below 10°C or goes above 40°C;
 - exposure to excessive sunlight, intensive lighting or the aging process of the coating (e.g. near large balcony windows);
 - extreme heat or cold (e.g. near fireplace or freezer);
 - scratching, impact or cutting from objects with sharp or pointed edges (e.g. knives, high heels, toys);
 - installing the Light version of the flooring (without an integrated underlay) directly onto the subfloor, contrary to the instructions, instead of on an additional foam underlay;
 - improper installation, maintenance or storage in accordance with technical documentation from EPUFLOORING Sp. z o.o.;
 - improper storage, transport or misuse;
 - improperly secured castors of chairs, table legs or bottom side of any other furniture, dragging and moving furniture and placing heavy objects (e.g. furniture or kitchen units) directly on the rigid vinyl flooring;
 - water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, leaking pipes, flooding, standing water, spills when not promptly removed; household mechanical failures, damage caused by water underneath the flooring, including damage from sub floor hydrostatic pressure of other conditions that result in water being below the flooring or natural disasters;
 - planks/tiles coming apart at the edges because they have been assembled/disassembled more than 2 times.

CLOSING REMARKS

1. The sole guarantor of this warranty is EPUFLOORING Sp. z o.o. registered at Kopcinskiego 43, Lodz, Poland

2. No installer, retailer, agent or employee of EPUFLOORING Sp. z o. o. has any right to increase or change the conditions, obligations or limitations of this warranty.
3. This warranty supersedes any prior or concurrent warranties made to the original purchaser.
4. This warranty is valid in the country where the product was purchased.
5. This warranty does not exclude, limit or suspend the buyer's rights under the mandatory provisions of law. To the extent permitted by the mandatory provisions of law, the warranty is subject to Polish law.

For more information please contact: claims@epuflooring.com.

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