

# WARRANTY CONDITIONS

## SPC Solid Floor by Korner



### GENERAL CONDITIONS

This warranty applies to the SPC Solid Floor collection. The warranty is provided by Poli-Eco Tworzywa Sztuczne Sp. z o.o. with its registered office in Żary, at 7 Zwycięzców Street, Tax Identification Number (NIP): 924-17-30-354.

The warranty covers any possible hidden defects that could adversely affect the use of the product. This 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 indicated on the purchase invoice as the purchaser.

Floor panels must be carefully checked for material defects before installation. The assembly process is an acceptance of the state of the product.

Poli-Eco Tworzywa Sztuczne Sp. z o.o. shall not be liable for any additional costs arising directly or indirectly from the problem complained of (costs of assembly, disassembly, etc.).

All panels to be installed during one project must be ordered in one batch. Poli-Eco Tworzywa Sztuczne Sp. z o.o. does not guarantee the compatibility of panels in multiple orders.

The warranty covers product obsolescence and any compensation will be granted at a rate proportional to the period that has elapsed since the product was purchased and refers to the original value of the product. The scale for the return of product value is set out in the table below:

#### Domestic use - Warranty 20 years

- ≤ 2 years 100% of the value
- ≤ 5 years 80% of the value
- ≤ 10 years 60% of the value
- ≤ 15 years 40% of the value
- ≤ 20 years 20% of the value

#### Commercial use - Warranty 10 years

- ≤ 2 years 80% of the value
- ≤ 5 years 60% of the value
- ≤ 7 years 40% of the value
- ≤ 10 years 20% of the value

### DURATION

Solid Floor panels come with a 20-year warranty for domestic applications and a 10-year warranty for commercial applications. These periods are calculated from the date of sale shown on the proof of purchase (invoice).

### WARRANTY COVERAGE

The warranty applies only to the installation of Solid Floor according to the installation and maintenance instructions available at the distributor, retailer or on the website [www.korner.eu](http://www.korner.eu) and by using the tools and additional accessories recommended in these instructions (floor underlays, skirting boards, underlay connection tapes). As a manufacturer of SPC floors, we require the use of underlays with a CS parameter of at least 450 kPa. In rooms with heavy buildings (kitchen buildings, heavy appliances) - minimum 600 kPa.

The claimant must prove that the installation of the Solid Floor was carried out in accordance with the recommendations and with the recommended additional accessories.

The installation of the floor panels by a qualified fitter should be confirmed by a bill issued by the fitter.

## **WARRANTY COVERAGE CONT.**

It is advisable to join the individual rolls of an underlay with dedicated tape. Failure to do so may result in the panels coming apart at the locks and thus in damage, through no fault of the warrantor. The underlay should be placed perpendicular to the direction of installation of the SPC Solid Floor panels. The surface on which the panels are to be installed should be dry and properly prepared.

In addition to the installation of SPC floors on the most commonly used underfloor heating, which is water heating, the manufacturer allows the installation of SPC floors on electric heating - heating foils - protected by a thermostat. Maximum temperature 27 degrees. The manufacturer does not recommend the use of heating mats.

Poli-Eco Tworzywa Sztuczne Sp. z o.o. reserves the right to, and must be given the opportunity to, verify the claim on site and, if applicable, inspect the entire installed floor and the surface on which it has been installed.

The floor should be prevented from getting sand, dust or other debris that could damage the surface by using a suitable non-rubbered doormat at the entrance door.

A claim under this warranty must be made within 14 calendar days of the defect becoming apparent

## **WHAT THE WARRANTY DOES NOT COVER**

- Damage caused during transport and not reported at the time of delivery.
- Defects caused by use in unheated buildings.
- Claims to an assortment with differing decor, colour tone, shade or texture due to natural characteristics, differences between the colour of samples and illustrations in the catalogue and the actual design.
- Natural wear and tear of the product.
- Malfunctions/defects resulting from fortuitous events beyond the control of the Warrantor and operating conditions (fire, etc.).
- Damage caused by failure to protect the product during renovation and construction work - e.g. dirt from plaster, mortar, etc.
- Damage caused when the packaging was unpacked and during storage prior to installation.
- Damage caused by outdoor use of the floor.
- Damage caused by incorrect installation of the flooring, the use of inappropriate accessories and inadequate preparation of the substrate.
- Damage caused by moving furniture and equipment without protective measures - furniture on pegs must be placed on a suitable protective mat or be fitted with W castors or special castor protectors to avoid dents or deep scratches.
- Labour costs for the repair or replacement of a product on which defects were already apparent before installation.
- Damage caused by improper surface maintenance or contact with strong detergents and chemicals.
- Damage caused by improper use - animals, furniture castors, sharp objects, furniture legs, etc.
- Discolouration and fading caused by prolonged exposure to strong sunlight.

## **RESPONSIBILITY**

Liability under this warranty is limited to:

Hidden defects - these are defects that were not visible before or during the installation of the floor

The cost of removal and replacement of the material shall be borne by the purchaser.

Under no circumstances shall Poli Eco plastics Sp. z o.o. be liable for any secondary damage, damage to anything other than the product covered by this warranty.

In matters not covered by this warranty document, the provisions of the Civil Code and Polish law shall apply.