

# WARRANTY CONDITIONS

SPC SPeCtra wall tiles by Korner



## GENERAL TERMS

This warranty applies to the SPeCtra wall tile collection. The warranty is provided by Poli-Eco Tworzywa Sztuczne Sp. z o.o. with its registered office in Żary, 7 Zwycięzców Street, NIP: 924-17-30-354.

The warranty covers any hidden defects that may adversely affect the use of the product. This warranty applies only to the first owner and first assembly of the product and is not transferable. The person considered to be the first owner is the person indicated on the purchase invoice as the buyer. The wall panels must be thoroughly checked for material defects before installation. Installing the product constitutes acceptance of its condition.

Poli-Eco Tworzywa Sztuczne Sp. z o.o. is not responsible for any additional costs resulting directly or indirectly from the problem to which the complaint relates (costs of assembly, disassembly, etc.). All boards intended for installation during one project must be ordered in one batch. Poli-Eco Tworzywa Sztuczne Sp. z o.o. does not guarantee the compatibility of tiles in the case of multiple orders.

The warranty takes into account the aging of the product and any compensation will be granted at a rate proportional to the period that has passed since the purchase of the product and refers to the original value of the product. The scale of return on the value of the product is specified in the table below:

### Home Use – 10 Year Warranty -

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

### Commercial Use – 5 Year Warranty

- ≤ 2 years 80% of the value
- ≤ 5 years 60% of the value

## TERM

The wall tiles are covered by a 10-year warranty for domestic use, and a 5-year warranty for commercial use. These periods are counted from the date of sale shown on the proof of purchase (invoice).

## WARRANTY COVERAGE

The warranty is valid only for the installation of SPeCtra boards in accordance with the installation and maintenance instructions available from your distributor, dealer or on the [www.korner.eu](http://www.korner.eu) website and using the tools and additional accessories recommended in this manual (silicone, hybrid polymer adhesive). This Warranty does not apply to a Product to which the Buyer has applied any other, non-factory coating (e.g. paint, varnish or plaster) or otherwise modified/changed it. The installation of wall tiles by a specialized installer should be confirmed by a bill issued by the installer. Before installing SPeCtra tiles, they should be acclimatized in the target room for at least a day, in living conditions similar to the target ones.

## **SCOPE OF WARRANTY C.D.**

Recommendations for the care and maintenance of wall tiles:

- Use damp cloths or mild detergents for cleaning.
- Avoid drying liquid dirt.
- Do not use heavy scrubbing or harsh cleaners, which may damage the surface or cause discoloration.
- It is forbidden to use solvents, acids and liquids containing these ingredients.
- Do not use abrasive cloths, hard brushes or sponges.
- Rinse thoroughly with water after cleaning to avoid leaving cleaning agents behind, which can cause discoloration.
- In addition, the product should not be installed in places exposed to open flames, e.g. near a gas stove

The area on which the tiles are planned to be installed should be dry and properly prepared. Poli-Eco Tworzywa Sztuczne Sp. z o.o. reserves the right to verify complaints at the place where the tiles are installed, including an inspection of all installed tiles and the surface on which they were installed.

A complaint under this warranty should be submitted within 14 calendar days from the moment of discovering the defect, after this period no claims will be taken into account. If the warranty is accepted, the Guarantor may, at its sole discretion, repair or replace the defective product or refund its monetary equivalent in proportion to the duration of the warranty in accordance with the table set out in the GENERAL TERMS AND CONDITIONS of this warranty.

## **WHAT IS NOT COVERED BY THE WARRANTY**

Damage arising during transport and not declared at the time of delivery. Defects arising during use in unheated buildings.

Claims to an assortment with a varied décor, colour tone, shade or

Structure, which results from natural properties, differences between the color of the samples and illustrations in the catalog and the actual appearance.

Natural wear and tear of the product.

Defective acts/omissions resulting from fortuitous events beyond the control of the Guarantor and operating conditions (fire, etc.)

Damage caused by failure to protect the product during renovation works-construction – e.g. dirt with plaster, mortar, etc.

Damage caused when the case is unpacked and during storage prior to installation.

Damage caused in connection with the use of tiles outside the building. Damage caused by improper installation of tiles, the use of inappropriate accessories and improper surface preparation.

Labor costs associated with repairing or replacing a product on which defects were already visible before installation.

Damage caused by improper maintenance of the surface or its contact with strong detergents and chemicals.

Damage caused by improper use – animals, sharp objects, etc.

Discoloration 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 removing and replacing the material is covered by the purchaser. In no case shall Poli Eco Tworzyw Sztuczne Sp. z o.o. be liable for any consequential damage, damage to other things than the product covered by this warranty. In matters not regulated by this warranty document, the provisions of the Civil Code and Polish law shall apply.