

WARRANTY TERMS AND CONDITIONS

SPC FLOORS KORNER BRAND



GENERAL TERMS AND CONDITIONS

This warranty applies to the flooring collection SPC Korner brand: Solid Floor, Scandi Solid Floor, Natural Floor, Luxury Floor and SPC tiles SPeCtra. The warranty is granted by Poli-Eco Tworzywa Sztuczne Sp. z o. o. registered at Żary street Zwycięzców 7, NIP: 924-17-30-354.

The warranty covers any potential hidden defects that could eventually affect the use of the product.

This warranty applies only to the first owner and initial installation of the product and is non-transferable. The first owner is defined as the individual listed as the purchaser on the invoice.

Before installations panels should be inspected for any material defects, particularly defects in the decorative surface, discrepancies in color or gloss, and mechanical damage to the locking mechanisms. Panels with visible defects must not be installed. Installation of the panels constitutes acceptance of the product's condition. Any mechanical damage or visible defects discovered after installation shall not be grounds for the future claims.

Poli-Eco Tworzywa Sztuczne Sp. z o. o shall not be liable for any additional costs arising directly or indirectly from the issue subject to the warranty claim (such as installation, removal costs, etc.).

All panels intended for installation within a single project must be ordered from the same production batch. Between different production batches may occur shade variations. The batch number is indicated on each packaging. Prior to installation, the consistency of the production batch must be verified.

Poli-Eco Tworzywa Sztuczne Sp. z o. o does not guarantee the compatibility of panels across multiple orders.



WARRANTY VALUE AND DURATION

Korner brand floors: Solid Floor, Scandi Floor, Natural Floor, Luxury Floor and SPC SPeCtra tiles are covered by a 20-year warranty for residential use and 10-year warranty for commercial use. These periods are calculated from the date of purchase as indicated of the proof of purchase (invoice).

The warranty accounts for the natural aging of the product, any potential compensation will be granted on a pro-rata basis, depending on the time elapsed since the purchase date, and will be calculated based on the original value of the product.

The reimbursement scale is defined in the table below:

Residential use – Warranty 20-year

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

Commercial use – Warranty 10-year

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

SCOPE OF WARRANTY

The warranty applies to the installation of Korner brand floors: Solid Floor, Scandi Floor, Natural Floor, Luxury Floor and SPC SPeCtra tiles, provided the installation is carried out in accordance with the installation and maintenance instructions available from the distributor, retailer, or at www.korner.eu and using the tools and supplementary accessories recommended in these instructions (underlays, skirting boards, and tapes for underlays).

The claimant must demonstrate that the installation of the Korner flooring was performed in compliance with these guidelines and by using recommended supplementary accessories. Installation of flooring panels by a professional installer should be confirmed by an invoice issued by the installer.

Prior to installation, the panels must be acclimated in the target room for a minimum of 24 hours under residential conditions similar to the intended final environment. The panel packages should be stored on a flat surface.

Panel installation must be carried out in accordance with the manufacturer's recommendations, as outlined in the installation instructions available at www.korner.eu, using the recommended supplementary accessories specified by the manufacturer.

Before installation the subfloor must be properly prepared. The panels must be installed on a dry, level, and stable surface such as a concrete screed or cement floor.



It's recommended that individual rolls of floor underlay be joined using the adhesive tape specifically intended.

Failure to follow this recommendation may result in panel separation at the locking joints, leading to damage not attributable to the guarantor. Underlay itself should be laid perpendicular to the direction of installation of the SPC Solid Floor panels or SPC SPeCtra tiles.

The surface on which the panels are to be installed must be dry and properly prepared. The use of screed or self-leveling compound is recommended.

Poli-Eco Tworzywa Sztuczne Sp. z o.o. reserves the right to verify the warranty claim at the location where the flooring has been installed and, if applicable, to inspect the entire installed floor and the surface on which it was laid.

The flooring must be protected from the ingress of sand, dust, or other debris that may damage its surface by using suitable non-rubber-backed doormat at entrance doors.

A warranty claim under this warranty must be submitted within 14 calendar days from the date the defect is discovered. Claims submitted after this period will not be considered.

If the warranty is accepted, the Guarantor may, at its sole discretion, repair or replace the defective product, or reimburse its monetary value on a pro-rata basis according to the duration of the warranty, as specified in the section **WARRANTY VALUE AND DURATION**

WHAT THE WARRANTY DOES NOT COVER

The warranty does not cover:

- Costs incurred for the installation or removal panels (such costs are the responsibility of the purchaser).
- Products that were installed despite visible effects. Visible defects are those that can be identified upon unpacking the product (e.g., differences in gloss, defects in the top layer, or damage to the locking system preventing proper installation). Panels with visible defects must be set aside prior to or during installation and reported to the seller to allow for return or exchange.
- Color differences between production batches. The purchaser must be aware that all panels intended for installation in a single project must be ordered from the same batch. Color tone variations may occur between different production batches. The batch number must be checked prior to installation.
- Changes in the top layer resulting from normal wear and tear during use.
- Modifications or repairs made by the user without prior agreement with the manufacturer
- Damage resulting from an uneven subfloor
- Damage caused by prolonged water leaks or flooding



- Damage incurred during transport what was not reported at the time of delivery
- Defects arising from use in unheated buildings
- Claims related to products with varied décor, color tone, shade, or texture that results from natural characteristics, as well as differences between the color of samples or catalog images and the actual appearance of the product
- Faulty performance or omissions resulting from random events beyond the Guarantor's control and unrelated to normal usage conditions (e.g., fire, flooding, etc.)
- Damage resulting from failure to protect the product during renovation or construction-works (e.g., contamination with plaster, mortar, etc.)
- Damage occurring during the unpacking of bulk packaging and during storage prior to installation
- Damage resulting from use of the flooring outdoors
- Damage caused by improper installation, the use of incorrect supplementary accessories, or improper subfloor preparation
- Damage caused by moving furniture or equipment without protective measures – the underside of furniture must be protected with suitable materials; furniture with wheels must be placed on an appropriate protective mat or equipped with W-type wheels or special wheel protectors to avoid dents or deep scratches
- Labor costs related to the repair or replacement of products where defects were visible prior to installation
- Damage resulting from improper maintenance of the surface or contact with strong detergents and chemical agents
- Damage caused by improper use – such as that caused by pets, wheeled furniture, sharp objects, or furniture legs
- Discoloration and fading caused by prolonged exposure to strong sunlight

LIABILITY

The liability arising from this warranty is limited to hidden defects – these are defects that were not visible prior to or during the installation of the flooring. The cost of removing and replacing the material shall be borne by the purchaser.

Under no circumstances shall Poli-Eco Tworzywa Sztuczne Sp. z o.o. be held liable for any consequential damages or for damage to items other than the product covered by this warranty. Any matters not regulated by this warranty document shall be governed by the provisions of the Civil Code and the laws of Poland

