

WARRANTY TERMS

SPeCtra SPC wall panels by Korner
GENERAL TERMS



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

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

This warranty applies solely to the original purchaser and the original installation of the product and is not transferable. The original purchaser is the person indicated on the purchase invoice as the buyer.

Wall panels must be carefully inspected for material defects before installation.
The installation process constitutes acceptance of the product's condition.

Poli-Eco Tworzywa Sztuczne Sp. z o.o. is not liable for any cases of additional costs arising, directly or indirectly, from the issue that was the subject of the complaint (installation costs, removal costs, etc.).

All panels intended for installation in the course of a single project must be ordered from the same batch. Poli-Eco Tworzywa Sztuczne Sp. z o.o. does not guarantee compatibility of panels across multiple orders.

The warranty takes into account the aging of the product, and any compensation will be granted according to a rate proportional to the period that has elapsed since the date of purchase and refers to the original value of the product. The scale of product value refund is specified in the table below:

Residential use – 10-year warranty

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

Commercial use – 5-year warranty

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

WARRANTY PERIOD

The wall panels are covered by a 10-year warranty for residential 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).

SCOPE OF THE WARRANTY

The warranty applies exclusively to the installation of SPeCtra panels in accordance with the installation and maintenance instructions available from the distributor, seller, or on the website www.korner.eu, and when using the tools and accessories (silicone, polymer hybrid adhesive) recommended in these instructions.

This warranty does not apply to the Product if the Buyer has applied any non-factory coating (e.g., paint, varnish, or plaster) or otherwise modified/alterd it. Installation of wall panels by a qualified installer should be confirmed by an invoice issued by the installer.

Before installing SPeCtra panels, they should be acclimatized in the target room for at least 24 hours under residential conditions similar to the intended ones.

SCOPE OF THE WARRANTY

Recommendations regarding the care and maintenance of stone slabs:

- For cleaning, use damp cloths or mild detergents.
- Avoid spills of liquid substances.
- Do not use intense scrubbing or strong cleaning agents that may damage the surface or cause discoloration.
- It is prohibited to use descaling agents, acids, or cleaning liquids containing ingredients.
- Do not use abrasive sponges, hard brushes, or steel wool.
- Do not pour boiling water over the slabs; avoid leaving cleaning agents that may cause discoloration on the surface.
- Additionally, products must not be installed in areas exposed to open flames, e.g. near a gas stove.

The surface where the slabs are to be installed must be dry and properly prepared.

Poli-Eco Tworzywa Sztuczne Sp. z o.o. reserves the right to verify the validity of the claim on site regarding the installed slabs, taking into account the proper inspection of all installed slabs and the surface on which they were installed.

Claims under this warranty must be reported within 14 calendar days from the moment the defect is discovered; otherwise, the warranty will not be considered.

If the warranty is recognized, the Warrantor, at their discretion, may repair the defective product or refund its value proportionally to the period of the warranty's duration in accordance with the GENERAL TERMS AND CONDITIONS set out below.

WHAT IS NOT COVERED BY THE WARRANTY

- Damage that occurred during transport, not reported upon delivery.
- Defects resulting from the use of unheated buildings.
- Damage from inappropriate decoration, finishing, lighting, or structure that results from natural characteristics, color differences between samples, or illustrations in the catalog, which are for illustrative purposes only.
- Natural wear resulting from usage.
- Damage from fire, flood, or other natural disasters beyond the Warrantor's control, and the consequences of such events (e.g., fire damage).
- Damage resulting from failure to secure the product during renovation or construction work— e.g., soiling, scratches, etc.
- Damage resulting from improper packaging of the product for storage or during transportation prior to installation.
- Damage resulting from the use of slabs on the exterior of buildings.
- Damage resulting from the use of slabs contrary to their intended purpose, using improper accessories or unauthorized surface preparation.
- Labor costs related to the replacement or repair of a product on which defects were visible before installation.
- Damage resulting from negligence in maintenance or lack of care, or from the use of harsh detergents and chemical agents.
- Damage resulting from improper use – animals, sharp objects, etc.
- Discoloration and fading caused by long-term exposure to strong sunlight.

LIABILITY

Liability resulting from this warranty is limited to:

Hidden defects – these are defects that were not visible before installation or during floor installation.

Costs of removal and replacement of the product cover materials.

In no case shall Poli Eco Tworzywa Sztuczne Sp. z o.o. be liable for any indirect damages, damage to other items, or damage to a product other than the product covered by this warranty.

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

