

EN - 15 YEAR RESIDENTIAL WARRANTY

This guarantee applies to Elka LVT Click 4.2mm - class 32

1. 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 stated as the buyer on the purchase invoice.

2. This product warranty only applies to defects inherent to the material supplied.

This is understood to mean any material or production defects, acknowledged by the manufacturer, including the delamination or reduced resistance of the transparent PVC wear layer (Gloss reduction is not surface wear.), excluding, in case of bevelled edge products, wear along the edges of the panels larger than .2 inches (5 mm) from the edge.

Unilin Flooring will repair or replace the product, at its option. In case where a replacement of the flooring is agreed upon, only new panels of the current supply program at the time the complaint is upheld will be supplied by the distributor's or retailers, there will be no other form of compensation.

This warranty does not cover open joints and /or damage to the product caused by:

- Installation error. The Vinyl floor must be installed following the installation instructions.
- Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials or pets with too sharp nails.
- Exposure to extreme temperatures (>50°C)
- Extreme and prolonged exposure to humidity such as floods or leaks
- Improper maintenance

3. All panels for the same flooring project must be ordered at the same time.

4. It must be possible to provide proof of compliance with the installation and maintenance instructions recommended by the manufacturer (on back of the insert label / box).

Appropriate accessories must be used in accordance with manufacturers specifications.

If installation is not carried out by the end-user, at least one copy of these installation and maintenance instructions must be handed over to the end-user by the installer.

5. The Elka Uniclic® warranty applies solely for indoor installations in a residential application, for other applications, an individual written warranty must be requested from the manufacturer.

6. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least one cm 2 or 0.15500 square inch, and must not be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as severe impact, scratching (for example caused by dragging of furniture) or cutting.

The feet of furniture must always be provided with appropriate protective material.

Chairs, settees (sofas) or furniture with castors must be fitted with soft wheels and an adequate protective mat or protective castor cups must be put under this furniture.

7. Exposure to direct sunlight, must always be avoided, prolonged contact with rubber can cause permanent stains. Do not allow cigarettes, matches or other very hot items to contact the floor as this may cause permanent damage.

8. Liability arising from this warranty is restricted to:

- Hidden defects. These are defects that were not visible before or during the installation of the laminate floor. The cost of removing and replacing the material is borne by the purchaser.
- Unilin Flooring can never be held liable for any secondary damage.

9. The ingress of sand and/or dust on to the floor must be prevented by installing a suitable, non-rubber backed mat at all the entrance door(s).

10. The floor may not be installed in damp and/or humid areas or in extremely dry areas or areas where there are extremely high temperatures > 35°C (such as porches, saunas, verandas, etc.)

Floor must be installed (and conditioned) between 18°C and 30°C.

Floor must always be between 10 and 35°C.

11. Moisture left on the floor, or on or around the skirting boards or wall base or profiles, cleaning that is too wet and/or the use of inappropriate cleaning products must always be avoided.

12. Flooring panels or accessories must be checked carefully under optimal light conditions for material defects before and during installation. Products with visible defects must not be installed under any circumstances. The distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted.

Under no circumstances can Unilin Flooring be held responsible for any loss of time, inconvenience, expenses, costs, or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.

13. Unilin Flooring ***OFFERS NO OTHER WARRANTY, EXPRESS OR IMPLIED, THAN THE ONE DESCRIBED HEREIN; INCLUDING ANY WARRANTY OF MERCHANTABILITY OR SUITABILITY OF THE PRODUCT FOR A PARTICULAR PURPOSE, AND NO OTHER REMEDIES SHALL BE AVAILABLE EXCEPT FOR THOSE PROVIDED HEREIN.***

Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

14. The general warranty and the Uniclic® warranty are both pro rata. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The Elka LVT original warranty value is reduced by amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon the 15 years for the wear and tear warranty and/or 33 years on the integrity of the Uniclic® joint. The services provided as part of this warranty do not extend the original warranty period.

15. Unilin Flooring reserves the right, and must be offered the opportunity, to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

For service under this warranty please contact your Elka retailer or mail in proof of purchase and description of claim to: **UNILIN, Division Technical**, – The Academy, Unit 21 Guinness Road Trading Estate, Trafford Park, Manchester, M17 1SB