

LAMINATE FLOORING WARRANTY

Distributor: Más Madera Flooring Group S.L.

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Company Stamp:



CONDITIONS FOR WARRANTY AND RETURN OF PRODUCTS:

1. The warranty period:

AC 3 class ; 15 years for domestic, 10 years for commercial,

AC 4 class ; 20 years for domestic and commercial.

AC 5 class ; 30 years for domestic, 25 years for commercial.

2. The warranty period begins as of the date that the product is purchased by the consumer.

3. The description of the defect, test results if any and clear visual material (photograph, video,...) showing the defect must be submitted to our company for any products that are claimed to be defective, along with the right (*) the consumer wishes to exercise concerning the product, within the legally allowed period.

(*)In accordance with the Protection of Consumer Rights Law No 6502 article 11 you, as a consumer, have the right to demand one of the following actions concerning your product;

- a. Retract your contract by notifying that you are ready to return the sold product,
 - b. Keep the product and ask for a discount in the amount of the defect from the sales price,
 - c. If it does not impose an exorbitant expense, to ask that the sold product be repaired free of charge at the seller's expense,
 - d. If possible ask for the product to be replaced with a non-defective product.
4. In the event of such a claim the documents will be examined and if necessary a sample will be requested to conduct analyses and tests on. The "Product Inspection Report" that is to be prepared after these analyses and tests, will determine if the error, fault or defect that is claimed originates from production and if it is within the scope of the warranty.
5. If an error, fault or defect is determined to be covered by warranty, the right you choose to exercise will be met.
6. If repair is requested during the warranty term the maximum repair period is 30 days.

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SITUATIONS THAT ARE NOT COVERED BY WARRANTY:

- ☒ Conditions specified warranty is only valid if the warranty certificate is submitted.
- ☒ Material delivery getting stuffed full of vendor invoices from the vendor, signed and sealed by the seller and the Warranty Certificate must be requested and must be kept during the warranty period specified in the said document.
- ☒ Vendor stamp and signature of invoices and delivery dates specified warranty terms Warranty is void if any receipt.

SITUATIONS THAT ARE NOT COVERED BY WARRANTY:

- a. Sandpaper on the laminate, sanding and polishing applications.
- b. Fire, earthquake, flood, water, etc. to remain within a certain period of exposure to natural disasters to laminate,
- c. Laying to the wet ground like sauna, bathroom, toilet, open terrace etc,
- d. Problems arising due to failure to comply with the rules specified in the application instructions
- e. The ground is still to be done in the process of laying according to the rules specified in the application instructions state,
- f. Improper installation, removal and destruction resulting erosion may occur, is breaking and scratching,
- g. Mechanical damage and pressure implementation to the laminate panel,
- h. As a result of the problems arising from the improper flooring installation seller which is responsible for application instructions,
- i. Before the installation, floor must be checked by seller according to application instruction. If there is problem on surface , seller must inform to customer. If customer insist to laminate, seller must take document for surface problems from customer. Otherwise, if there is problem arise from surface, seller is responsible for the ground,
- j. Using acid and other chemical products not covered by the guarantee in the event of disruption of the surface,
- k. Metal, stone pieces can draw material. Therefore, these materials must be protected against by product users,
- l. In case of taking water from the building's walls and windows or flooding is still not covered by the warranty,
- m. Do not use for the steps,
- n. If the installation is contrary to the application instruction, not covered by warranty. (For example, mixed installation 31class,32 class and 33 class, or wrong class used for human action intense),

No one other than the company can claim a different warranty condition and make such a request. The correspondent for complaints and objections:

All applications for complaints and objections can be submitted to consumer courts and consumer arbitration boards.