

STRUCTURAL AND WEAR MANUFACTURER’S WARRANTY

All GRANORTE’s flooring products are covered by a *LIFETIME STRUCTURAL WARRANTY* and a *LIMITED WEAR THROUGH WARRANTY*.

We certify that each product is free from manufacturing and structural defects and will remain free of these defects for the entire life of the floor.

GRANORTE warrants that each of its flooring products meets the following quality standards:

- **SOLIDTrend:** EN 16511 and EN 14085;
- **VINYLTrend:** EN 16511 and EN 14085;
- **DESIGNTrend:** EN 16511 and EN 14085;
- **NATURTrend:** EN 16511 and EN 14085;

We guarantee that the surface finish of the floorings will not wear through within the periods indicated on the table below, under normal residential or commercial use, provided the below terms and conditions are complied with.

PRODUCT LINE	FINISH	LEVEL OF USE	RESIDENTIAL WARRANTY	COMMERCIAL WARRANTY
SOLIDTrend	DURAMOND®	23 / 34	25 years	10 years
VINYLTrend	DURAMOND®	23 / 32	20 years	10 years
DESIGNTrend	WEARTOP®	23 / 31	10 years	5 years
NATURTrend	WEARTOP®	23 / 31	10 years	5 years
NATURTrend	NATUR (has to be finished on site with an approved varnish)	23 / 31	10 years	5 years

WARRANTY TERMS AND CONDITIONS

The assertion of warranty claims against GRANORTE is subject to compliance with the following terms and conditions:

- The warranty is valid from the date of purchase as shown on the customer's invoice.
- The warranty applies only to the original user and covers only approved product applications.
- The warranty applies to floor tiles and floating floors used exclusively in interior residential and commercial applications that are subject to normal traffic, excluding wet or damp areas such as bathrooms or saunas.
- The warranty against wear is restricted to wear on the surface of the boards or tiles. The “wear through” is characterized as 100% reduction of the surface wear layer. It must be readily visible and cover a minimum of approximately 10% of the installed floor. Gloss reduction is not considered wear.
- The warranty is only valid if proper installation, cleaning and maintenance procedures are followed.
- Granorte DOES NOT extend its Lifetime Structural Warranty to flooring used in radiant-heated sub-floors.

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EXCLUSIONS

The following are expressly excluded from the present warranty:

- Defects or damage caused by installation that does not comply with the recommended installation procedures. Any failure, as a result of improper installation, is the sole responsibility of the flooring contractor and/or installer.
- Deficient subfloor repair, inadequate subfloor or underlayment.
- Inadequate product choice for the flooring use conditions.
- Labour on material installed with obvious visual defects.
- Dissatisfaction in colour, shade or texture variations from samples, batch, exposure to sunlight or replacement.
- Damage due to improper or not recommended care, maintenance or refurbishment.
- Damage due to roller chairs with castors not complying with type W according EN 12529.
- Unapproved modification or repair.
- Damage due to exposure to excessive heat, cold, moisture or dryness (more than 70% or less than 30% R.H.).
- Cracking, warping, soiling or abuse caused by items such as roller skates, stiletto heels, golf shoes or pets.
- Problems due to moisture, mildew, chemical substances or hydrostatic pressure.
- Damage due to stains or marks caused by tires, rubber-backed mats or staining floor protectors.
- Damage due to stains, scratches, gouges, scuffs, punctures, tears, fading, indentations, burns, lack of proper furniture rests, improper storage or other incident such as fire, flood (also leaky plumbing, overflowing of sinks or similar water damage) or abuse.
- Accidents, abuse, misuse or force majeure.

HOW TO MAKE A CLAIM

Notify the retailer who sold the material promptly, in writing. You must supply proof of purchase. Include the product name, quantity involved and installation costs (if applicable).

Once the retailer verifies the claim, he will then notify a GRANORTE's distributor and, if necessary, an inspection will be arranged.

WARRANTY COVERAGE

If, unexpectedly, a defect is verified, GRANORTE's distributor will arrange for the repair, refinish or replacement of the defective floor; if the floor needs to be replaced, the replacement material will be the same design and coloration as the original. If the original flooring is no longer available, then other product of equal value will be supplied. GRANORTE will repair or replace a floor one time during the life of its warranty.

GRANORTE excludes and will not pay consequential damages under this warranty. Repair or replacement of flooring material is the sole remedy. This warranty includes the replacement of the defective floor boards and/or the cost of labour, according to the table below.

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RESIDENTIAL		COMMERCIAL	
WARRANTY PERIOD	WARRANTY COVERAGE	WARRANTY PERIOD	WARRANTY COVERAGE
0 – 2 Years	100% Flooring Products + Replacing costs	0 – 2 Years	100% Flooring Products + Replacing costs
3 – 5 Years	100% Flooring Products	3 – 5 Years	75% Flooring Products
6 – 10 Years	50% Flooring Products	+ 5 Years	25% Flooring Products
+ 10 Years	25% Flooring Products		

DISCLAIMER OF OTHER WARRANTIES AND LIMITATION OF LIABILITY

This is a limited Warranty. Except as set forth herein, we make no warranties regarding the product and we exclude and disclaim, to the extent permitted by applicable law, any and all implied warranties with respect to the product, including, without limitation, any implied warranty of merchantability, fitness for a particular purpose, satisfactory quality and/or correspondence with description.

Other than expressly provided herein, under no circumstances shall we be liable to the end-user, purchaser or any third party for special, indirect, incidental or consequential damages of any kind, arising out of any defect in our product.