

GENERAL CONDITIONS OF LIMITED WARRANTY FOR LAMINATE-FLOORING.

This WARRANTY only applies to the laminate flooring manufactured exclusively by Financiera Maderera, S.A. (FINSA), from now on referred to as "the laminate flooring", which has a label specifically identifying the Warranty Seal issued by the manufacturer (Financiera Maderera, S.A. – FINSA). This Warranty is issued under the following conditions:

- 1. FINSA guarantees the client a high resistance to surface decolouration and abrasion of the laminate flooring, as long as it is used in accordance with the applications for which it was designed, as indicated by the manufacturer, for the following time periods from the date of purchase: · 20 years guarantee for domestic use. · 10 years guarantee for commercial use (only applies to Class 32 models, see label) · 5 years guarantee for commercial use (only applies to Class 31 models, see label).
- 2. This Warranty will only cover defects to the product if they occurred as a result of the production process; or rather, defects that occurred during improper transit, incorrect handling, installation or conditioning of the product are not covered by this Warranty.
- 3. It must be borne in mind that the product is subject to an annual depreciation, caused by its use and wear, based on the following percentages from the date of purchase: · 5% per year for domestic use. ·10% per year for commercial use (only applies to Class 32 models). ·20% per year for commercial use (Class 31 models).
- 4. The liability of FINSA remains limited to the replacement of any damaged laminate flooring in the original décor or in any other design of equal value (if the original is not available), as stated in Clause 3 of the existing Warranty. FINSA cannot be held liable by any customer or third party for any obligation or liability other than those stated.
- 5. Prior to installation, please carefully inspect each panel for any damage or visible defect (such as, changes in colour, differences in brightness, missing sections of décor, etc), as once installed, they will not be covered by the Warranty.
- 6. You should strictly adhere to the laminate flooring's installation, cleaning and maintenance guidelines in order to be covered by the warranty. These instructions can be found in every box of the laminate flooring. In the event of these instructions not being present, or having any doubts about the installation or care of the laminate flooring, you should immediately contact your nearest distributor or Financiera Maderera, S.A Sales Offices.
- 7. In order for this Warranty to come into effect, you must notify your supplier of any defect within the Warranty period, and in any event, no later than 14

days after the detection of any defect. This Warranty is only valid for the purchaser of the laminate flooring, and in no circumstance can it be transferred to any other person.

- 8. FINSA reserves the right to inspect the product and/or installation claimed, and in any case, to take samples, compile or request all information relevant to the product, installation, maintenance and use of the product, necessary to correctly assess the claim.
- 9. No added value will be covered by this Warranty, with respect to installation and/or dismantling costs of the laminate flooring, any additional materials needed or penalties incurred (E.g. due to delays in finishing any works, etc).
- 10. FINSA shall not be liable to any customer or third party for any damage incurred other than that which has already been set out in this Warranty.
- 11. Replaced laminate flooring will only be guaranteed during the remainder of the original Warranty period.
- 12. This Warranty does not cover indentations, scratches or damage caused by natural agents (water, erosion, insects, etc), damage caused as a result of making alterations to the laminate flooring, damage caused by negligence or misuse of the laminate flooring, nor matters beyond our control. Nor can this Warranty apply wherever installation or maintenance instructions have been ignored, or if the recommendations of use set out by the manufacturer have not been adhered to, or if the customer has tried to eliminate any defects on their own or with the help of a third party, or failed to communicate the reasons for the claim to their dealer, attaching the purchase invoice. This is by no means an exhaustive list, but is intended to act merely as a guideline: the Warranty will lose its validity in the following cases: if the product is not conditioned to the room where it will be installed, if the product is installed in an area of use more intense than the maximum use recommended by the manufacturer, if it is installed in areas of high humidity such as saunas, bathrooms or on top of excessively humid base-floors, if protectors are not used on the feet of any furniture in contact with the laminate flooring, if any type of chair wheel is used other than those recommended, or if any cleaning or care product is used other than those recommended by the manufacturer.
- 13. No claim will be upheld if the area affected cannot be clearly seen from a distance of at least 1.5 metres, and if it does not affect an area of at least 6.45cm². If the area affected is less than these figures, it is not considered that the product has sufficiently deteriorated to warrant a claim.

Buyer's Details

Name...

Tel...

Address...

Town...

Zip Code...

County...

Country....

Sign and Date

Retailer's Details

Name...

Tel...

Address...

Town...

Zip Code

County...

Country...

Authorised Retailers Stamp

Date

In case of any claim, please deliver this Warranty Registration Form, properly completed, together with a copy of your sales receipt with purchase date clearly stamped, to your dealer.