

Kronospan Laminate Flooring Warranty

Product	Domestic setting
KronoOriginal	
AC4, 8mm	20 years
AC4, 10mm	30 years
AC5, 10mm	30 years
AC5, 12mm	30 years
Eurohome	
AC3, 7mm	15 years
AC4, 12mm	20 years

Warranty conditions

This warranty applies to all listed Kronospan laminate flooring installed in rooms subjected to normal use in accordance with the recommended use class specified by EN 14041. The warranty does not apply to use in wet or humid rooms. Failure to comply with installation, cleaning and care instructions, improper use, improper inappropriate conditions (e.g. unusual climatic, chemical or mechanical strain) will lead to an exclusion of claim under warranty. The warranty period begins of the day of purchase; it is not transferable and applies only to the original purchaser and original installation. The warranty does not restrict statutory warranty rights.

What this guarantee covers:

1. We guarantee that the top surface of your Kronospan laminate floor will not wear through or stain for the period of the guarantee above beginning with the date of purchase by the original purchaser, subject to the terms of this Guarantee.

2. This Guarantee does not apply where:

- a. The product is supplied to the original purchase other than in its original packaging;
- b. The product is altered or modified other than in accordance with reasonable instructions supplied with the product; for example as to cutting and gluing;
- c. The damage results from any installation, use, cleaning, maintaining of repairing of the product other than in accordance with:
 - i(i) Specifications supplied in sales literature for the product; or
 - ii(i) Reasonable instructions supplied with the product;
- d. the damage results from any intentional, reckless or negligent act or omission of any person other than ourselves or our employees or our agents, or from any act of God, or from any act of any animal;
- e. the damage area is the edge of any panel of the product;
- f. the damaged area measures less than one square centimeter; or
- g. the product is supplied or installed outside the United Kingdom

3. You may transfer the benefit of this Guarantee to any owner or new owner of the property at which the product is installed (but not to any other person). You may do this by giving a copy of the invoice for the product and a letter transferring the benefit of this Guarantee to the owner or new owner. We will supply as specimen of this letter if you ask us.

How to claim under this Guarantee:

4. You must make any claim under this Guarantee as soon as possible after you notice the damage. This is because delay may make your claim harder to prove. Your claim must be received within the guarantee period beginning with the date of purchase by the original purchaser.

5. You must make the claim:

- a. By telephone to the retailer to register the claim
- b. By writing to the retailer to register the claim
- c. If the claim relates only to any panel that is not yet installed, return to the distributor from whom the panel was purchased.

6. You must provide reasonable evidence of:

- a. The date of purchase by the original purchaser; for example, a copy of the invoice; and
- b. If you are not the original purchaser, the transfer of the benefit of this Guarantee to you; for example, a copy of a letter from the original purchaser, or a copy of a chain of letters from each successive owner of the property at which the product is installed, transferring the benefit of this Guarantee to you.

7. If we ask, you must provide reasonable access and facilities at the property to ourselves, our employees and our agents for the purposes of assessing the claim and carrying out any work under term 8 below, unless you have reasonable justification to refuse this.

Our liability under this Guarantee

8. To the extent that your claim is valid, we will at your option:

- a. Repair the damaged panels;
- b. Replace the damaged panels;
- c. Refund the original purchase price of the damaged panels; or if the product is not in our current standard range
- d. Replace all panels of the product installed or to be installed in the same room as the damaged panels with panels of an equivalent product in our current range; or
- e. Refund the original purchase price of all panels of the product installed or to be installed in the same room as the damaged panels.

9. To the extent that your claim is valid we will also be liable for all reasonable foreseeable losses result if from it except as mentioned in term 10. For example:

- a. we will reimburse your reasonable expense of returning damaged panels and will deliver replacement panels and
- b. we will de-install panels and install replacement panels at our expense except to the extent that the damaged area was reasonably visible before it was installed.

10. We will not be liable under this Guarantee for business loss; for example loss of contracts, loss of profits, loss of revenue or loss of anticipated savings in expenditure.

Law

11. This guarantee is in addition to your statutory rights against any person or relating to any matter for example you statutory rights relating to the description, quantity, quality or fitness of the product.

12. The law of the relevant part of the United Kingdom applies to this Guarantee. Any court proceedings in connection with this Guarantee must be taken in the United Kingdom.