



WARRANTY

LAYERED (CORE) VINYL FLOORING WITH 0.55 MM WEAR LAYER

WARRANTY PERIOD:

1. 25 years for intensive domestic use (class 23 according to EN ISO 10874).
2. 10 years for intensive commercial use (class 33 according to EN ISO 10874).

This warranty covers the wear layer and construction of the layered vinyl flooring and is valid provided that the installation instructions and recommendations are followed.

GENERAL CONDITIONS

WARRANTY BEFORE INSTALLATION

1. It is the responsibility of the buyer and/or installer (professional/certified installer or amateur) to inspect the entire purchased flooring before starting installation. If a manufacturing defect is found during inspection (e.g., wrong color, incorrect dimensions, improper gloss level), the flooring should not be installed. In case of defects or any doubts, immediate contact with the retailer from whom the flooring was purchased is recommended.
2. Installation is understood as acceptance of the flooring condition. Claims related to defects found after installation will not be accepted.
3. The warranty applies only to the first owner and the first installation of the product and is non-transferable. The person recognized as the first owner is the one indicated as the "buyer" on the purchase invoice.

MOISTURE WARRANTY

1. EPUFLOORING Sp. z o.o. guarantees that the surface of the layered (core) vinyl flooring (in its original manufactured state, under normal domestic and commercial use, and with correct installation) will resist damage caused by normal accidental spills of water and food products that would lead to discoloration or structural damage.
2. The moisture warranty does not cover damages related to flooding, water leaks, plumbing failures, or pet urine.

WARRANTY FOR INSTALLATION ON UNDERFLOOR HEATING

1. EPUFLOORING Sp. z o.o. guarantees the original buyer that layered (core) vinyl floors may be installed on substrates with heating systems according to the installation instructions.
2. Any uncertainties should be consulted with the heating system manufacturer.

RESPONSIBILITIES OF THE PARTIES

BUYER'S RESPONSIBILITIES

1. The buyer must notify the authorized distributor of EPUFLOORING Sp. z o.o., where the purchase was made, of any defect resulting in a warranty claim within 14 calendar days of discovering the defect.
2. The buyer should provide a valid proof of purchase (receipt or invoice) and a detailed description of the problem, including photos/samples clearly showing the issue.
3. After installation, the buyer must keep samples of the purchased and installed flooring (2 boards/tiles from different batches) throughout the warranty period to allow for inspection if needed.

WARRANTOR'S RESPONSIBILITIES

1. Claims will be processed within 14 calendar days from the date of claim notification. EPUFLOORING Sp. z o.o. reserves the right to inspect the flooring via its representative and take samples for additional evaluation if necessary. The claim will be processed promptly after inspection.

2. EPUFLOORING Sp. z o.o. may repair or replace defective products at its discretion. Any repair, replacement, or refinishing attempt before inspection by EPUFLOORING Sp. z o.o. will void the warranty.
3. The warranty does not cover costs related to removal and reinstallation of the flooring. In case of partial replacement, EPUFLOORING Sp. z o.o. reserves the right to offer replacement material with possible minor visual differences from different production batches or similar specifications chosen by the original buyer.
4. If the claim is accepted, EPUFLOORING Sp. z o.o. will cover the cost of materials calculated proportionally based on the remaining warranty period. For example, for a claim made 3 years after purchase under a 25-year warranty, EPUFLOORING Sp. z o.o. will cover 88% of the material cost ($25-3=22$, $22/25=88\%$).
5. The company will inform the buyer about the resolution of the claim in writing or via email.

LIMITATIONS AND EXCLUSIONS

1. The warranty does not apply to products marked or sold as "second grade," defective, end-of-series, or non-standard products, nor to products sold "as is" (e.g., damaged packaging).
2. This warranty is non-transferable and applies only to the original purchaser and the flooring installed in the original location.
3. EPUFLOORING Sp. z o.o. does not accept claims related to color, texture, or gloss differences between the actual product and photos or displays, and does not cover installation costs for flooring with manufacturing defects. Minor differences between batches (color, texture, gloss) should be checked before installation. Batch numbers are located on the locking system of the flooring.
4. EPUFLOORING Sp. z o.o. is not responsible for incidental or consequential damages, meaning any losses or costs other than the flooring itself resulting from flooring defects.
5. The layered (core) vinyl flooring must be installed according to EPUFLOORING Sp. z o.o.'s installation instructions. The warranty does not cover damages resulting from:
 - Installation outdoors, in solariums, porches, garages, or other places exposed to excessive moisture or extreme temperatures.
 - Installation in rooms where temperatures drop below 10°C or rise above 40°C.

- Exposure to excessive sunlight, intense lighting, or aging of the finish layer (e.g., near large balcony windows).
- Exposure to extreme heat or cold (e.g., near fireplaces or freezers).
- Scratches, impacts, or cuts by sharp objects (e.g., knives, high heels, toys).
- Improper installation, maintenance, or storage contrary to technical documentation.
- Poor storage, transport, or misuse.
- Inadequate protection of chair wheels, table legs, or lower layers of other furniture, moving furniture, or placing heavy objects (e.g., furniture or kitchen units) directly on the vinyl flooring.
- Water damage caused by excessive moisture in concrete slabs, hydrostatic pressure, leaks from ice makers, refrigerators, sinks, dishwashers, leaking pipes, flooding, standing water, spills not cleaned promptly, household appliance failures, water under the flooring including pressure hydrostatic caused by other conditions, and natural disasters.
- Separation of boards/tiles along joints caused by more than two assembly/disassembly cycles.

FINAL PROVISIONS

1. The guarantor is EPUFLOORING Sp. z o.o., headquartered at Kopcińskiego 77, Łódź, Poland.
2. No installer, retailer, agent, or employee of EPUFLOORING Sp. z o.o. may alter or extend the warranty obligations or limitations.
3. This warranty supersedes any previous or concurrent warranties provided to the buyer.
4. The warranty is valid only in the country where the product was purchased. This warranty does not exclude or limit the buyer's statutory rights under mandatory law. Within the limits of applicable law, this warranty is governed by Polish law.

For more information, contact: info@norteckfloor.ee