

THE WARRANTY CARD NO. issued on.....

1. Name, pattern, batch and quantity.....
2. The warranty period.....
3. Date and number of proof of purchase.....
4. Date and signature of person issuing the warranty card

Terms of warranty:

The warranty covers only the floor covering produced by UNILIN FLOORING POLSKA SP. Z O.O., installed and used according to the “floor covering installation and maintenance” manual. By this document the producer guarantees the conformity of performance characteristics with the technical specification of product. The Guarantor shall not exclude, limit or suspend the Buyer’s rights under the statutory warranty for defects in sold goods.

1. The warranty is provided for a fixed period, counted from the date of purchase of floor covering, however no longer than 7 years from the date of production.
2. The warranty card shall be issued by the producer upon written request of investor.
3. The producer is not able to fully foresee the conditions of installation and usage of floor covering and therefore the warranty shall not include:
 - a. a mechanical damage resulting from improper installation or usage
 - b. defects and damage, for which the price has been already reduced
 - c. defects caused by improper storage or transport of floor covering
 - d. usage of floor covering inconsistent with its intended purpose
 - e. natural wear and tear or tarnishing of the surface layer
 - f. damage and scratches of surface layer resulting from lack or improper maintenance and care
 - g. permanent discoloration or yellowish of surface layer resulting from lack or improper maintenance and care
 - h. defects caused by chemicals or contact with rubber
 - i. changes and discoloration resulting from improper humidity of subfloor or caused by the permanent existence of improper humidity conditions, inconsistent with the manual.
 - j. failure in following the rules of “floor covering installation and maintenance manual”
4. In case of noticing any deviations from technical parameters, apparent aesthetic defects or hidden defects of the product, a complaint procedure must be implemented.
5. The Buyer’s rights under this warranty shall be applicable, provided that all the following documents are submitted when making a complaint:
 - a. the warranty card filled in correctly (name, pattern and quantity of goods, date of purchase consistent with the date of sale provided on the proof of purchase, Seller’s stamp and signature, Buyer’s signature),
 - b. the proof of purchase of goods,
 - c. written statement determining the defect and conditions of installing the floor covering (subfloor, used glue, agents applied for the floor maintenance and care).
6. In order to use the warranty a written complaint must be reported in the place, where the product was purchased within 14 days from noticing or disclosure of the defect.
7. In case the place of purchase no longer exists, the complaint must be reported in written directly to the producer by register letter.
8. Each complaint must be checked by the representative of UNILIN FLOORING POLSKA SP. Z O.O. upon appointment and shall include the sample disclosing the type of defect.
9. The producer shall review the legitimacy of a complaint within 14 working days from the date of complaint, unless otherwise agreed by the parties.
10. In case of accepting the complaint, the producer shall determine the relevant method of complaint settlement, either by the free delivery of floor covering or by cash refund in the place of purchase, in amount proportional to the remaining warranty period, as follows:

<u>for 5-year warranty</u>	<u>for 10-year warranty</u>	<u>for 15-year warranty</u>	<u>for 20-year warranty</u>
	<i>ORION; ORION CHIPS; VOYAGER</i>	<i>PIONIEER</i>	<i>RANGER</i>
- 100% in the first year	- 100% in the first year	- 100% in the first year	- 100% in the first year
- 80% in the second year	- 70 % in the second and third year	- 70 % in the second and third year	- 70 % in the second and third year
- 60% in the third year	- 60% in the fourth year	- 60% in the fourth year	- 60% in the fourth year
- 40% in the fourth year	- 50% in the fifth year	- 50% in the fifth year	- 50% in the fifth year
- 20% in the fifth year	- 40% in the sixth and seventh year	- 40% in the sixth and seventh year	- 40% in the sixth and seventh year
	- 25 % in the eighth year	- 25 % in the eighth year	- 25 % in the eighth year
	- 15 % in the ninth and tenth year	- 15 % in the ninth and tenth year	- 15 % in the ninth and tenth year
		- 10 % in the eleventh and next years	- 10 % in eleventh and next years

11. In case the particular floor covering is not available yet, the producer shall deliver, upon prior arrangement with the Customer, the most similar available.
12. In case of replacement of product with a new one, the warranty period shall be counted from the date of replacement.
13. The producer shall not be liable under the warranty for any damage or loss, and the range of benefits under the producer’s warranty shall be solely limited to the benefits specified in point 10 of this Warranty Card.
14. The Guarantor shall not be liable for any defects caused by the improper preparation of subfloor and applying the improper glue
15. The warranty repairs shall not include the periodical maintenance required for protecting the surface against the excessive wear and tear.
16. Any Complaints not complying with the requirements of “floor covering installation and maintenance manual” as well as this warranty card shall not be considered.
17. Person entitled to the guarantee agrees the terms of warranty by signing this warranty document.
18. The warranty covers the products placed on the general market and use.

I acknowledge that I have read and accepted the terms of quality warranty of UNILIN FLOORING POLSKA SP. Z O.O. and I confirm the receipt of “floor covering installation and maintenance manual”

Date and signature of buyer

Date, stamp and signature of seller

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