

<h2>Masterfloor LIFE Collection 4-fold warranty</h2>	
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Product	Warranty period	
	Private premises	Commercial premises
Masterfloor LIFE 8.5	20 years	5 years

Relationship to contractual and statutory defect claims

KAINDL FLOORING GmbH (“Kaindl”) grants the first purchaser additional rights under this warranty that exist alongside the contractual and statutory defect claims. The following stipulations do not waive, limit or change any contractual and statutory defect claims. First Purchaser in the sense of this warranty is whoever purchased Masterfloor LIFE 8.5 (hereinafter referred to as “flooring”) from a dealer as the first user of the product. It applies exclusively to the first installation.

These warranty conditions do not apply in the USA and Canada.

Warranty conditions

This warranty applies to private and commercial installations with intensive use for all flooring types installed in accordance with the recommended class of use pursuant to ISO 10874 but not in conjunction with unusual chemical or mechanical stress. This warranty is non-transferable; only the first purchaser can make a claim under its terms.

Warranty period

The warranty period is dependent on the product type and is stated on the insert enclosed with each package (20 years for private premises and 5 years for commercial premises). The warranty period begins on the date of purchase indicated on the receipt given to the first purchaser. Claims made under warranty do not extend the warranty period.

Installation

The flooring must be installed in accordance with the installation instructions. The installation instructions are included in the insert enclosed with every package.

Detailed installation instructions are available from your Kaindl Flooring retailer and from www.kaindl.com

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Treatment and use

Improper use and incorrect care and cleaning rule out any claims under warranty. Commercial premises must have an appropriate dirt-trap zone. The warranty is subject to compliance with the cleaning and maintenance instructions (included in the package). Normal signs of wear are not covered by this warranty.

4-fold warranty:

1. Surface adhesion

The outstanding adhesive and cohesive properties of the veneer-surface applied at the factory guarantee a perfect and durable surface adhesion. A claim under warranty exists if the coating becomes completely detached over an area of 1 square centimeter.

2. Durability of three-layer adhesive

The symmetrical, three-layer design of the Kaindl Veneer Parquet Collection with guaranteed durability of the individual layers offers a multitude of advantages with regard to stability of form, durability, resistance to wear, etc. A claim under warranty exists if the veneer-surface becomes detached from the highly compacted wood material core contrary to expectations.

3. Wood from sustainable forestry

We make preferred use of wood types from PEFC-certified forests for our carrier boards. We also make use of wood types and waste sawmill products from sustainably managed forests.

4. Resistance to staining

The effects of the following substances: hand creme, alcoholic beverages, natural fruit and vegetable juices, fats, coffee, cola drinks or similar.

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Exclusion

Natural signs of wear are excluded from the warranty if the entrance area is not equipped with dirt collecting doormats or if damage is caused by improper treatment, installation, use or storage or in the event of improper modification or repair. Sunlight leads to a change in the colour of the veneer layer. A difference in the structure and colour emphasizes the floor's beauty and is not covered by the warranty

Claiming under warranty

Claims under warranty must be submitted in writing together with the original purchase receipt within 30 days of the occurrence of damage. Kaindl reserves the right to view the affected flooring on site or to have it viewed by a third party prior to acknowledging the claim.

Warranty services

Kaindl can, at its discretion, choose to financially reimburse the first purchaser or to provide a replacement. Financial reimbursement is based exclusively on the fair value of the affected flooring. Fair value is derived from the age of the affected flooring in relation to the warranty period. The fair value of flooring in private premises decreases each year by 1/20 of the original price excluding VAT. The fair value of flooring in commercial premises decreases each year by 1/5 of the original price excluding VAT. In the event of a replacement under warranty, replacements for the defective panels will be delivered to the first purchaser at the original point of sale free of charge. No other claims under warranty are permissible. In particular, claims under warranty do not include the cost of removal, installation, assembly, transport, storage and travel expenses. In the event the flooring is no longer available in the desired decor, the replacement shall be selected from the current product range.

Austrian law applies. In so far as legally permissible, the place of jurisdiction is: A-5020 Salzburg.

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