

HFLOR WARRANTY

HFLOR guarantees floor coverings products according the following rules

- **10 years warranty in Commercial business**
- **20 years warranty in Residential business**

HFLOR warranty will be applied in accordance with the following conditions and restrictions after HFLOR competent department acceptance of a product failure.

1. Application of the guarantee

- Product guarantee start at the invoice date,
- Product had been installed in accordance within the state of art, the regional regulation rules, and HFLOR installations guidelines.
- Product had been maintained in accordance with HFLOR Cleaning and maintenance guidelines.
- The use of the product is compliant with the dedicated classification declared by HFLOR (cf. ISO 10874)

2. Guarantee limitation

Damages due to external origin not linked to floorcovering are not covered by the HFLOR guarantee, and in particular :

- Subfloors failures,
 - Non-compliance with specification and state of art rules by installation company or responsible person in charge of floorcovering installation.,
 - Random wear on floorcovering,
 - Brilliance alteration for any reasons,
 - Visual aspect alteration of floorcovering in heavy traffic areas, and exposed areas with, dust, particles, sand which caused excessive wear,
 - Colour variation or discoloration due to UV exposure or any other exposure,
 - Discoloration or alteration of the top layer of the floorcovering du physical contact with non-compatible material (example : material with rubber or latex content),
 - Burns , discoloration caused by direct contact of chemical agent, dye residue from carpets, mat, or rubber, latex, or other synthetic material in contact with the floorcovering,
 - Failed hot welded joint,
 - Damages due to inappropriate maintenance procedures or any other causes beyond the control of HFLOR,
 - Damage due to stains, cuts, scratches, dents, grooves, scrapes, punctures, tears caused by loads above the specified static load limit,
 - Damages caused by absence of furniture protections or excessive use of floorcovering,
 - Damages due to normal use of floorcovering
 - Damages caused by leak from pipes or equipment or from the use of a steam cleaner,
 - Presence of mold and/or moisture between floorcovering and subfloor,
 - Discoloration, stains, smells, swelling caused by mold or moisture presence under the floorcovering,
 - Any inappropriate use of the floorcovering,
 - Unreasonable expectation of the floorcovering performances not related to the classification standard.
- Floorcovering use not compliant with the product usage classification and out of the product specifications.
 - Damages occurring during storage, transportation, and product handling before installation,
 - Faulty installation,
 - Damages caused by wrong installation or faulty subfloor preparation before product installation,
 - Damages caused by the lack of flooring protection, absence of adapted entrance mat before / on the floorcovering,
 - Damages caused by installation on a non-adapted underfloor heating system,
 - Damages caused by furniture handling without correct protection,
 - Damages caused by cutting, punching, or perforating tool,
 - Stains, scratches, splashes, burns caused by the used made by the floorcovering,
 - Damages caused by water or moisture content in the product environment,
 - Design or building mistakes,
 - Adhesion issue due to wrong adhesive use or mechanical effect due to subfloor quality

3. Warranty implementation conditions

Warranty will be applied if an official claim is sent to LX Hausys Europe GmbH, within the 30 days of the fault findings at the following address.

LX Hausys Europe GmbH
 HFLORE – Warranty Department
 Lyoner Str. 15
 60528 Frankfurt am Main
 Germany

To be considered as official a claim needs to contain :

- HFLORE floorcovering invoice copy
- Product traceability information (barcode and batch number),
- Problem detailed explanation with general and detailed pictures

- b. HFLORE reserves the right to inspect jobsite’s claim or to inspect the product and to take a sample of the product on site for analysis. (The possible taking of a sample on site does not in any way presume the responsibility of HFLORE in the appearance of the defect reported)
- c. If all or part of the floorcovering is recognized as faulty, before installation and the warranty conditions are applicable, HFLORE will compensate or replace all or part of the floorcovering recognized as faulty to the customer or the final user by providing an equivalent product within the 70 days following the claims acceptance. Replacement floorcovering due to warranty application is covered by the initial floorcovering warranty.
- d. If all or part of the floorcovering is recognized faulty after installation and the warranty conditions are applicable, HFLORE will compensate, this compensation will be degressive. This degressive compensation is based on the floorcovering depreciation described in the following table
- e. HFLORE compensation cover the faulty floorcovering value as described in the following table,

Time since Product purchase or delivery	% of buying price (exclude HFLORE customer margin) taken in account
From 0 to 24 months	100%
From 2 to 5 years	80%
From 5 to 8 years	50%
From 8 to 10 years	20%
From 10 to 20 years (residential)	10%

If additional costs or compensations due to uplift operations must be taken in account in the claim, these information must be declared and justified to HFLORE at the same time than the original claim Compensation levels will be defined by HFLORE. Any additional costs or compensation request after the original claim declaration will be rejected.

4. Notes

- This warranty is the only Sales warranty for HFLORE products.
- This sales Warranty can be only modified by HFLORE.
- If any warranty conditions are contrary to the local legislation, these conditions will be adapted by HFLORE to be compliant with the Local legislation. Warranty conditions are still valid during the potential condition’s adaptation.
- All information about the warranty contained in HFLORE documents can be updated by HFLORE without any notice.

EU & UK head office:

LX Hausys Europe GmbH
 Lyoner Str. 15
 60528 Frankfurt am Main
 Germany