



VITERRA VINYL FLOORING

10 years of limited warranty for indoor use and 2-year warranty for use in commercial premises with medium intensity of use - Luxury Vinyl Tiles (LVT).

1. Products

Profiles VOX sp. O.o. sp. k. (hereinafter: VOX) provides a limited 10-year guarantee counting from the date of purchase and stated on the invoice. This warranty applies to products purchased as of January 1, 2018.

2. Scope

The warranty granted by VOX includes:

- any visible quality defects reported to VOX or seller before laying the floor: stains that are impossible to remove, durable scratches, defects of the bottom layer (without imprints) and the structure itself, as well as defects significantly affecting the product aesthetics,
- any manufacturing defects reported to VOX or the seller during the warranty period and causing product changes during normal use, e.g. premature wear.

3. Application conditions

For this warranty to apply, all the following conditions must be met at the same time:

Assembly

The product must be assembled in accordance with the assembly instructions and in accordance with current knowledge.

Maintenance

After assembly, the floor must be maintained in a manner that takes into account the barrier to dirt - also when coming in from areas with a high degree of soiling.

Use

The product should be used in accordance with the manufacturer's recommendations set out in the technical documentation. Insulating underlay and adhesives must be used in professional manner and in accordance with current assembly instructions.

4. Warranty claims

The user who detects any defect of the product, should inform VOX or the seller in writing as soon as possible. This period should not be longer than 30 days.

In order for the claim to be considered, it is necessary to attach a copy of the invoice and photographic documentation of the defect and its description.

If it is found that the product was defective before assembly, VOX shall replace any defective products with new ones free of charge.

If product defect is revealed during its assembly, stop assembling the floor. Otherwise, the warranty shall not apply. The VOX representative must be able to investigate on-site the facts related to the claim and has the right to take samples of the product for analysis.

For all the defects covered by the scope of the warranty, VOX grants the compensation covering only the cost of product purchase - without the costs of transport, assembly, disassembly, assembly materials and assembly accessories, e.g. glues and skirting boards. In order for the compensation to be granted, all warranty application conditions must also be met.

In the case of a 10-year warranty for use in households, the compensation varies and depends on the time of product purchase, and at the same time includes product depreciation:

- up to 2 years: 100%,
- 3-4 years: 75%,
- 5-7 years: 50%,
- 8-10 years: 20%.

In the case of 2-year warranty for use in commercial premises, the compensation is 100%.

5. Warranty exclusions

The warranty does not apply in the following cases:

- products of reduced quality, e.g. used or discounted,
- incorrect assembly - inconsistent with accepted practice and current assembly instructions,
- products not properly stored and used for purposes other than household (10-year warranty) and commercial (2-year warranty),
- if defect was caused by fire, flood, accident, explosion, aggressive chemical attack, pollution, low temperatures (frost), high temperatures (e.g. excessive sunlight), lightning, vandalism, negligence, damage during transport, absence of barrier mats at entrance to building, improper storage or improper handling of the product before or during assembly,
- products that, despite visible defects, have been cut and/or assembled,
- poorly maintained products,
- differences in the look (color, embossing, gloss) between the real product and photos or samples,
- fading and/or loss of color,
- damage such as scorching, cuts, gouging, abrasions, accidental dents, loss of color caused by external products (asphalt, tar etc.) or bottom layer of carpet,
- defects caused by hard wheels of chairs or other furniture,
- coloring caused by walking barefoot or by waxed furniture,
- recesses caused by high heels,
- stains and discoloration caused by penetrating adhesives,
- failure to adhere to the recommended levels of air humidity and surface before, during and after assembly.

6. Other

This express, limited warranty constitutes the entirety of the warranties provided by VOX. It replaces all other conversations, negotiations, agreements and contracts between VOX and the Client regarding the subject of this document.

No VOX seller, distributor or installer has the right to change the obligations, restrictions or exclusions related to this express warranty.

To the extent permitted by the provisions of the locally applicable law, VOX is not liable for the loss of profits, direct, indirect, consequential, incidental or special damages resulting from this warranty or for any other reason, arising as a result of warranty, negligence, breach of contract, absolute liability or other legal basis.

This warranty gives you specific legal rights. There may also apply rights, the scope of which may vary from country to country. To the extent that this warranty is contrary to regulations of locally applicable law, this warranty may be modified to ensure compliance with such local law. In accordance with such local law, certain exclusions and limitations of this warranty may not apply to the Client. Nevertheless, the remaining provisions of this warranty remain in full force and the above application restrictions do not affect them.

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