



KROMITEX
by Nineteen Structure Corp

**GENERAL TERMS AND CONDITIONS
FOR KROMITEX FLOORING WARRANTY**



General Terms and Conditions for KROMITEX Flooring Warranty

To qualify for any repair or replacement, you must provide the original receipt of sale or other documentation to show proof of purchase. In your reports, fill in the following information and

keep them in a safe place with your original documents.

Retailer name

Retailer address

Retailer Phone

Purchase date

Delivery date

Product name

Installed by

Installation date

The Flooring and accessories KROMITEX carries the specific guarantees listed below. The general following terms and conditions also apply. If you have any questions regarding the warranty, please contact the manufacturer.

1. This warranty applies only to the first owner and the first product installation and is not transferable. The first owner is the person stated as the buyer on the purchase documents. The guarantee applies only to KROMITEX first quality products. After the publication date of the brand KROMITEX the conditions and guarantees for the designated period will apply if the product was installed in a private residence.

2. The general warranty is pro rata. A proportional warranty is one that provides for a refund or credit that decreases according to a set formula as the progressive warranty period. The original value of the guarantee is reduced by the time you have the floor. When a claim is made, the warranty becomes a percentage of ownership per year.

Any services provided as part of this warranty does not extend the original warranty period. If the product for which a claim is made is no longer available, the customer can choose a value equal to the product of the current product range. For service under this warranty please contact your local retailer. Describe the problem and the retailer can provide a solution.

3. Flooring panels and accessories must be checked carefully for material defects before and during installation, in adequate lighting. Products with visible defects must not be installed under any circumstances. Any product that is installed despite an apparent defect is deemed to be accepted. The distributor or retailer must be informed in writing within 15 days from defects. After this time has elapsed, no future complaints will be accepted. The color and brightness resulting from adding flooring to an existing installation and / or repair later are excluded from coverage.

4. This product warranty only applies to defects inherent in the product supplied. This means any manufacturing defects recognized by the manufacturer. This includes delamination or reduced resistance of the protective coating layer but does not include the cut products.

The manufacturer will repair or replace the defective product at its option. If the complaint is substantiated, the replacement of the flooring is supplied by the distributor or retailer, with only new panels of the current product range at the time of the complaint. There will be no other form of compensation. The liability under this warranty only applies to hidden defects. These are defects that were not visible before or installation of the floor covering. Installation must be done by professionals. If an unauthorized person tries to install the flooring, warranty will simply be cancelled. The floor covering KROMITEX can never be held responsible for any property damage and / or secondary degradation.

5. No guarantee of interlocking system applies for end of shears (ends of the boards), rocking shears (junction between two boards) and / or squeaking noises or gaps appear at certain place.

6. We recommend using the approved accessories as they have been specifically designed and tested for the use for flooring board. The use of accessories other than those recommended could damage the flooring. In such cases KROMITEX warranty will be void. You will need to provide installation instructions, maintenance and warranty included in a floor box. If the instructions are missing they can be requested from the manufacturer, distributor or retailer. If the installation is not performed by the end user, at least one copy of the installation instructions, maintenance and residential security should be provided to the user.

7. This warranty does not apply to KROMITEX flooring that has undergone use or abnormal condition and / or abuse use in any way. "The use and / or abnormal condition" are not only limited to water damage, plumbing, bad weather, flood, caused by the smoke, the fire, and by the negligence of incorrect changes originality of the product manufactured.

8. This guarantee does not apply to scratches, abrasions and cuts or in any way possible. Furniture feet, chair, table, sofa etc. must always be covered with a protective material (rubber wheel, soft rubber or felt). Before each entrance doors, a large transition area, must be used to prevent sand or dust from damaging the flooring.

9. This warranty does not apply to damage due to exposure to extreme heat, drought, water saturation or color change following the use of the recommended cleaning product (see section maintenance and cleaning). The temperature should always be between 17 °C and 23 °C (62 °F and 73 °F) and relative humidity should always be between 45% and 60%. It is not recommended to install this type of floor covering in such areas as a pool, a sauna, spas, etc. This product is not suitable for use in extreme areas such as sauna, rooms where concrete remains wet, floor drains and rooms where flooding may occur. Do not install the floor where it will be exposed to extreme temperatures or drastic temperature changes. This product is not intended for outdoor use. Do not install flooring panels on a radiant floor.

10. This warranty excludes damage caused by humidity and water, including but not limited to natural disasters, accidental and abusive use. Prolonged exposure of water on the floor could damage your floor covering.

11. This warranty does not apply to damage caused by deicing agent, abrasives, salt, calcium chloride, melting blends and/or sand used to deice exterior entrances, balconies and staircases.

12. KROMITEX floor coverings will not be responsible and in any circumstances, for any loss of time, inconvenience, expenses, cost and / or damage as damage and consequential damages caused by or resulting directly or indirectly a problem which a claim was made.

13. KROMITEX floor coverings offers no other warranty, express or implied, other than the one described herein, including any warranty of merchant ability or suitability of the product for a particular purpose, and no other remedies shall be available

WARNING

DO NOT INSTALL A DEFECTIVE PRODUCT THIS WILL VOID THE WARRANTY, INSPECT CAREFULLY BEFORE INSTALLATION. Any product that is installed despite an apparent defect is deemed to be accepted.

MUST BE INSTALLED BY AUTHORIZED INSTALLERS. Otherwise your warranty will be void.

Any problems due to improper installation, caused by renovations and / or construction will void your warranty.

No labor is covered by this warranty.

ACCLIMATE THE PRODUCT 48 HOURS BEFORE INSTALLATION. The temperature should always be between 17 ° C and 23 ° C (62 ° F and 73 ° F) and the relative humidity should always be between 45% and 60%. Otherwise your warranty will be void.

Do not install the flooring panels on a radiant floor. Otherwise your warranty will be void.

Do not install the floor where it will be exposed to extreme temperatures or drastic temperature changes. Otherwise your warranty will be void.

This product is not intended for outdoor use. This will void your warranty. The surface of the subfloor must be completely flat, dry and clean. Otherwise your warranty will be void.

Never install the KROMITEX SPC floor on top of a carpet. This will void your warranty.

Any damage and/or deformation caused by excessive temperatures and/or caused by sunlight will void your warranty.

Any damage caused by animal urine will void your warranty.