

## The Triple Guarantee

- Abrasion resistance
- Color-fastness
- Stain resistance

### » Relationship with contractual and statutory claims regarding defects

With this guarantee, Kronoflooring GmbH (hereinafter "Kronoflooring") is granting the initial purchaser additional rights which exist alongside the contractual and statutory claims regarding defects. The arrangements set out below are not associated with any waiver, restriction or other change to the contractual and statutory claims regarding defects. The initial purchaser in the sense of this guarantee is the person who has acquired the laminate floor covering from a distributor as a first consumer.

### » Conditions of guarantee

This guarantee applies **in private living quarters** for all floorXpress laminate floor coverings listed below which have been laid in rooms subject to normal stresses in accordance with the recommended usage classification under EN 13329, but not in the event of unusual chemical or mechanical stresses. The guarantee is non-transferable and only applies for the initial purchaser.

### » Guarantee period

The warranty period is defined for the specific product and is indicated on the product packaging. The guarantee period starts with the date on the original purchase receipt of the initial purchaser. The guarantee period is neither extended nor renewed through services provided under guarantee.

### » Laying

The laminate floor covering must have been laid in accordance with the laying instructions. Advice on laying can be found in every pack, and detailed laying instructions are available from [www.floor-xpress.com](http://www.floor-xpress.com).

### » Treatment

The guarantee is excluded if no dirt trapping mats are fitted in the entrance area or if defects arise due to natural wear and tear, inexpert handling, disassembly, use or storage or inexpertly-undertaken alterations or repairs or if no original Kronoflooring accessories were used when the flooring was laid.

### » Abrasion resistance

A claim under the guarantee is justified if the decorative layer is fully removed over an area of at least one square centimeter. Wear marks on panel edges are excluded from the guarantee.

### » Color-fastness

Laminate flooring is light-resistance pursuant to Level 6 of the blue wool scale (Method for calculating light fastness): Light fastness (pursuant to DIN EN 438) describes surface stability during extensive light exposure. Laminate flooring therefore exhibits very good light fastness during extensive light exposure. But it is not light-resistant.

### » Stain resistance

Laminate flooring is resistant against common household chemicals (e.g. acetone, hand cream, alcoholic drinks, natural fruit and vegetable drinks, fats, coffee, cola drink, nail varnish).

### » Lodging a claim under the guarantee

All complaints must be made in writing with the fully-completed guarantee card and the original purchase receipt. The claim under guarantee must be lodged within 30 days following the appearance of the defect. Before recognizing the claim, we reserve the right to inspect the flooring in situ or to arrange for its inspection by a third party.

### » Compensation under guarantee

Kronoflooring may provide compensation under guarantee to the initial purchaser in cash or through replacement, at its discretion. The cash payment under the guarantee is oriented solely to the current market value of the merchandise. The current market value is determined on the basis of the guarantee period, e.g. the compensation for laminate floor coverings in Use Class 31/private reduces annually by 1/12, starting from the reinstatement value of the merchandise. For compensation under guarantee in the form of replacement, the initial purchaser is supplied free of charge with replacement merchandise for the defective panels, to the original point of sale. More far-reaching claims for compensation under guarantee do not exist in that event. Specifically, claims under the guarantee do not include the costs of removal, fitting, transport and travel costs or storage and transport costs. If the laminate floor covering is no longer available in the preferred decoration, the choice is made from the product range available at that time.

### » Applicable law

German law is applicable, to the exclusion of the United Nations' Convention on Contracts for the International Sale of Goods (CISG).

We are there for you 3 times –  
the floorXpress threefold guarantee

**3X**  
Guarantee

Please fill in:

Name:

Street:

Post code/  
location:

Telephone:  Fax:

E-mail:

Laying in which rooms?

- Bedroom  Dining room  
 Children's room  Hobby room  
 Living room  Other:  
 Kitchen   
 Entrance hall

Decor?

Kind of decor:

Decor number:

Quantity:

What end use class does the decor belong to?



- Living areas with intensive utilization



- Commercial areas with medium utilization



- Commercial areas with intensive utilization