

The Triple Guarantee

- Abrasion resistance
- Color-fastness
- Stain resistance

How this fits in with contractual and legal defect claims

Under this warranty, Kronoflooring GmbH, Mühlbacher Straße 1, 01561 Lampertswalde, Germany (hereinafter referred to as "Kronoflooring") is granting the original purchaser additional rights that exist alongside the contractual and legal defect claims. No waiving of conditions, restriction or other change of the contractual and legal defect claims is linked to the provisions set out below. The original purchaser in terms of this warranty is the person who has purchased the high-quality resin floor from a distributor as the first user.

Warranty conditions

This warranty is valid for use **in private living areas and in commercial areas** for all high-quality resin floors laid in rooms subject to normal wear in accordance with the recommended use class under EN 13329, but not in wet rooms subject to unusual chemical or mechanical stresses, and specifically not in areas, which are used for production, as warehouse or workshop. The warranty is non-transferable; it is only entitled to the original purchaser.

Warranty period

The warranty period is 3 years in private living areas and 5 years in commercial areas. The warranty period starts on the date on the original purchaser's original proof of purchase. The warranty period is neither extended nor renewed due to services provided under warranty.

Laying

The high-quality resin floor must have been laid in accordance with the laying manual. The laying instructions are found in each packet. A detailed laying manual can be found at www.mystyle-flooring.com.

Handling

The warranty is excluded if no dirt trapping mats are laid in the entrance area or defects arise due to natural wear and tear, improper handling, laying, use or storage or improperly executed alterations or repairs or if no original accessories from Kronoflooring were used when laying.

Abrasion resistance

A warranty claim exists if the decorative layer is fully removed in an area of at least one square centimeter in size. Abrasion marks on the panel edges are excluded from the warranty.

Lightfastness

The high-quality resin floor is lightfast according to level 6 on the Blue Wool Scale (a method for calculating light-fastness): Lightfastness (under DIN EN 438) describes the consistency of the surface under longer exposure to light. Under this standard, the high-quality resin floor exhibits very good lightfastness under longer light exposure. However, it is not light-resistant.

Stain-resistance

The high-quality resin floor is resistant to staining substances (e.g. acetone, hand-cream, alcoholic drinks, natural fruit- and vegetable drinks, greases, coffee, cola drinks, nail polish, 25% sodium hydroxide solution, 30% hydrogen peroxide solution).

Making a claim under warranty

All complaints must be made in writing with the fully-completed warranty card and the original receipt. The warranty claim must be made within 30 days after the defect becomes apparent. Before recognizing the complaint, we reserve the right to inspect the complaint on-site or to arrange for a third-party inspection.

We are there for you 3 times –
the threefold guarantee

3x
Guarantee

Services under warranty

Kronoflooring may provide the services under warranty in respect of the original purchaser in the form of a cash payment or by making a replacement, as it chooses. Where the warranty service is in the form of a cash payment, this is oriented exclusively to the current market value of the goods. The current market value is determined in accordance with the warranty period, e.g. the replacement sum for high-quality resin floors for the use class 33 in private use reduces annually by 1/30, starting from the as-new value of the goods. In the event of a warranty service provided in the form of a replacement, the original purchaser is supplied with replacement goods for the defective panels free of charge at the original point of sale. More extensive claims to warranty services do not exist in this respect. In particular, warranty claims do not include the costs of removal, fitting, transport and travel costs or of storage and transport costs. If the high-quality resin floor can no longer be supplied in the preferred decoration, the choice is made from the current product range.

Applicable law and place of jurisdiction

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

If the original purchaser is an entrepreneur, the sole place of jurisdiction for all disputes under this warranty is the registered place of business of Kronoflooring; Kronoflooring is in this instance also entitled to lodge claims in registered place of business of the original purchaser and at any other permitted place of jurisdiction.