



WARRANTY CARD

CONGRATULATIONS ON YOUR PURCHASE

You have chosen a waterproof hybrid flooring with an oak wood top layer. This card provides information on the warranty conditions for the Hybrid Floor. Detailed information and guidelines regarding installation and maintenance methods are included in the Installation Instructions located on the product packaging (Hybrid Floor package) in the form of icons and are also available on the website www.barlinek.com in the form of instructional videos and graphics, as well as in the document Conditions of Use and Maintenance of Hybrid Flooring available on the website www.barlinek.com. Warranty conditions are available at sales points and on the website www.barlinek.com.

Barlinek S.A., headquartered in Kielce, provides a quality warranty for the purchased "Hybrid Floor with a Wooden Top Layer," hereinafter referred to in the Warranty as the "Hybrid Floor."

1. GENERAL WARRANTY TERMS

- 1.1. Barlinek S.A. (hereinafter referred to as the "Guarantor"), based in Poland, 25-323 Kielce, Al. Solidarności 36, provides a quality warranty for the Hybrid Floor in accordance with the conditions described in this Warranty Card. A sample of the Warranty Card is also available on the website www.barlinek.com. The Guarantor's liability under the granted warranty covers physical defects originating from the Hybrid Floor.
- 1.2. The party entitled to the warranty is the Buyer who meets the conditions specified in this warranty.
- 1.3. The party entitled to and availing of this warranty declares that they have read and accept its conditions and content.
- 1.4. The Guarantor guarantees to the original Buyer (hereinafter referred to as the "Buyer") that the Hybrid Floor will be free from manufacturing defects during the warranty period.
- 1.5. The Guarantor draws the Buyer's attention to the fact that the hardwood used on the top layer of the Hybrid Floor is a natural product, which may exhibit natural variations in grain, color, knot size, and other natural and individual features of wood. The Buyer/installer should conduct an appropriate selection of flooring boards and reject or remove any undesired elements before installation.
- 1.6. The Guarantor draws the Buyer's attention, regardless of the waterproof properties of the Hybrid Floor, that due to prolonged elevated humidity conditions affecting the floor elements, damage may occur to the infrastructure surrounding the installation area, such as walls, substrates, fixtures, furniture, flooring, skirting boards, finishing materials, and underfloor heating elements. Damage may result from the development of fungi and mold due to prolonged exposure to water or moisture.
- 1.7. The Guarantor recommends keeping at least one purchased package of Hybrid Flooring in case of future repairs or replacements.

2. WARRANTY SUBJECT

- 2.1. The warranty period starts from the date of purchase and is as follows:
 - 30 years for residential construction
 - 5 years for public utility construction
- 2.2. The guarantor confirms that the Hybrid Floor meets the requirements specified in the Declaration of Performance and the Product Data Sheet, which are available for download from the guarantor's website www.barlinek.com
- 2.3. The warranty covers:
 - the durability of the floor's wear layer when used according to its intended purpose,
 - the durability of the floor's construction,
 - the quality of finish (dimensions, fitting of elements) in accordance with Standard EN 16511.

3. WARRANTY CONDITIONS

- 3.1. This warranty is valid provided that the Buyer notifies the Guarantor of any discovered defect before the warranty period expires. To grant and maintain the warranty, it is required to adhere to the rules and recommendations for storage, installation, care, and use, as described in the installation instructions included on the product packaging (Hybrid Flooring package) in the form of icons, as well as in instructional videos and graphics available on the website www.barlinek.com, and in the document "Hybrid Flooring Usage and Care Conditions," also available on the website www.barlinek.com.
- 3.2. Proof of purchase of the Hybrid Floor is required to claim this warranty.

- 3.3. It is recommended that the installation be carried out by qualified installers who have the appropriate tools and knowledge for Hybrid Flooring installation.
- 3.4. These warranty conditions apply exclusively to the original Buyer who is using the Hybrid Floor.
- 3.5. The Buyer agrees to follow the installation, care, and maintenance instructions for Hybrid Floors.
- 3.6. The Buyer and the installer are responsible for inspecting the Hybrid Floor before installation in accordance with industry guidelines for flooring, specifically for checking: the type of finish, wood species, and dimensions against the order, as well as checking for any visible defects. The warranty is void in cases of installing a) elements with visible defects, b) elements obviously not in accordance with the Buyer's order, or c) when underlays or adhesive systems are used that do not meet the technical requirements specified in the Installation Instructions and Hybrid Flooring Usage Conditions.

4. CASES NOT COVERED BY THE WARRANTY

- 4.1. When purchasing Hybrid Flooring with a wear layer made from natural material like wood, the Buyer should be aware of possible visual differences in natural wood color, grain, and the amount or size of natural wood characteristics (e.g., knots) shown on samples or photos in the Guarantor's marketing materials versus the products offered for sale. Differences arising from the natural structure of wood, and variations in the distribution or intensity of natural wood features between the Guarantor's samples or catalog photos and the product purchased by the Buyer, do not constitute a defect of the Product.
- 4.2. Hybrid Floors are water-resistant but not waterproof. Water resistance means that the integral components of the plank construction will not change with short-term exposure to water. The warranty does not cover product damage such as mold or mildew resulting from standing water or other liquids on the floor surface, or from water/other liquids that have seeped onto the underlay, between floorboard joints, or expansion gaps due to spillage.
- 4.3. The warranty does not cover products installed in public utility facilities with very high foot traffic, such as industrial facilities, particularly production halls, airports, school corridors, or shopping centers.
- 4.4. The warranty also does not cover:
 - a. Changes in the surface layer of the planks due to normal use and natural wear and tear.
 - b. Mechanical damage or scratches caused by cleaning, maintenance, or use that does not comply with the Installation Instructions and Hybrid Flooring Usage Conditions.
 - c. Changes in wood color caused by sunlight exposure, intense lighting, or aging processes of the wood and/or finish.
 - d. Defects resulting from incorrect installation or use of the flooring in conditions that do not comply with the Installation Instructions or Hybrid Flooring Usage and Care Conditions (the Installation Instructions are included with each product package and available on the website www.barlinek.com; the Hybrid Flooring Usage and Care Conditions are also available on the website www.barlinek.com).
 - e. Damage to Hybrid Flooring installed on surfaces with underfloor heating parameters not compliant with those in the Installation Instructions and Hybrid Flooring Usage and Care Conditions, if this affects the damage.
 - f. Minor filling voids in the knots of brushed floorboards, which are a characteristic of this type of finish.
 - g. Products installed despite visible defects; visible defects are those noticeable on the upper layer of the floorboard or those preventing installation that complies with industry standards. Boards with visible defects should be set aside before or during installation and reported to the seller for replacement.
 - h. Modifications or repairs made to the floor independently, without agreement with the Guarantor.
 - i. Mechanical damage occurring during transportation, except when

carried out by or on behalf of the Guarantor.

- j. Damage to the floor caused by building settling or uneven subfloors.
- k. Damage caused by improper care or using unsuitable care products.
- l. Damage due to staining (from standing liquids), scratches, or dirt on the top layer, e.g., caused by moving furniture, lack of protective pads under furniture legs, damage from pet claws, changes in gloss or indentations from dropping or pressing heavy or sharp objects.
- m. Damage caused by using the floor in microclimate conditions (e.g., temperature, relative humidity) that do not comply with the Installation Instructions and Hybrid Flooring Usage Conditions.
- n. Effects of uneven light reflection on the installed floor that cannot be measured or are visible only under specific lighting conditions or angles (visual inspection of the installed wooden floor is performed standing in natural lighting conditions).
- o. Gaps and separations between the boards due to natural wood expansion and contraction from humidity changes.
- p. Improperly used floors in any way.
- q. Water damage from ongoing undetected plumbing leaks, appliance leaks, or flooding.
- r. Damage from improper storage, unsuitable conditions at the usage site (improper humidity or temperature), extreme sunlight, excessive wear, and use.
- s. Damage resulting from water penetration through broken, cracked, non-waterproof joints at connections between the floor and walls, bathtubs, or shower enclosures.

5. CONDITIONS AT THE INSTALLATION SITE

- a. The conditions at the installation site regarding temperature, and humidity of the subfloor and air are defined by the Guarantor in the Installation Instructions provided with each product package and available on the website www.barlinek.com.
- b. The installer is obliged to adhere to the installation principles outlined in industry standards and specifications that describe conditions for starting parquet work and executing it.
- c. Hybrid Floors should not be installed in areas with very high temperature or humidity, such as saunas, pools, shower trays, baths, or similar environments.
- d. Hybrid Floors can be installed in bathrooms and similar rooms subject to occasional water splashes on the floor surface, provided that all edge connections between the floorboards and obstacles such as walls, bathtubs, or shower tray enclosures are sealed with a flexible waterproof sealant, like sanitary silicone or flexible adhesive in a chosen color. In these rooms, the boards must be glued to the substrate using an appropriate adhesive system.

6. FILING A COMPLAINT

- 6.1. A complaint must be submitted in writing or via email within one month from the date the presumed defect was discovered, detailing the basis of the complaint as thoroughly as possible.
- 6.2. The complaint can be filed with the Seller from whom the product was purchased or directly with the Guarantor. The complaint should include proof of purchase and photographic documentation of the issue.
- 6.3. If the complaint is filed directly with the Guarantor, it should be sent to: Barlinek SA, 25-323 Kielce, Al. Solidarności 36, or via email to reklamacje.kielce@barlinek.com, biuro@barlinek.com.pl, or claims.kielce@barlinek.com.

7. METHODS OF HANDLING COMPLAINTS

- a. To verify the validity of a complaint, the Guarantor reserves the right to inspect the claimed floor at the installation or storage site, on a pre-arranged date.
- b. The complaint will be processed within 2 weeks from the date of

submission to the Guarantor. If an inspection at the Buyer's location is necessary, the complaint will be addressed promptly after the inspection, but no later than 2 weeks from the date of its completion.

- c. The Guarantor will notify the Buyer of the complaint resolution in writing or via email.
- d. If the complaint is deemed valid, the Guarantor may, at their discretion:
 - 1. Replace the defective elements with those free from defects.
 - 2. Remove the identified defects at no cost or cover the documented cost of defect removal.
 - 3. Provide financial compensation if removing the defect is impossible or would incur excessive costs, taking into account the value of the Hybrid Floor and the nature and significance of the defect.

7. CONDITIONS FOR USING THE FLOORS

- a. The Conditions for Use and Care of Hybrid Floors can be found on the website www.barlinek.com.

WARRANTY CARD

For flooring used in residential areas and public utility buildings

HYBRID FLOOR WARRANTY CARD

purchase document number

purchase date

product name /floorboard/

.....
(trade name or manufacturer's index, species - type of finish - wood grade)

installation location /address/

.....

warranty period:

- 30 YEARS RESIDENTIAL CONSTRUCTION
- 5 YEARS PUBLIC UTILITY CONSTRUCTION



Seller's stamp and signature

In the event of a complaint, proof of purchase must be attached to the submission and presented to the Seller or directly to Barlinek SA.

barlinek.com