



WARRANTY CERTIFICATE

CONGRATULATIONS ON YOUR PURCHASE

You have chosen SPC waterproof flooring.

This warranty card contains information on the conditions for granting a warranty on the SPC flooring.

Detailed information and guidelines for installation and maintenance are provided in the installation instructions on the SPC Flooring packaging in the form of iconography. Additionally, instructional videos and graphics, as well as the Terms of Use and Care of SPC Flooring are available on our website www.barlinek.com

Warranty terms are available at points of sale and on the website www.barlinek.com

Barlinek S.A., headquartered in Kielce, offers a quality guarantee for the purchased SPC flooring, henceforth referred to as 'SPC Flooring.'

1. GENERAL TERMS OF WARRANTY

- 1.1. Barlinek S.A. ("We", "us"), headquartered at 25-323 Kielce, Al. Solidarności 36 in Poland, provides a quality guarantee for SPC Flooring as outlined in this Warranty Certificate. A template of the Warranty Certificate is also available at www.barlinek.com. This Warranty covers physical defects in the SPC flooring that are caused by material or manufacturing issues.
- 1.2. This warranty applies to you if you meet the requirements outlined in this document.
- 1.3. By exercising this Warranty, you acknowledge that you have read and agree to its terms.
- 1.4. We warrant to you, the original Purchaser, that the SPC Flooring will be free from manufacturing defects during the warranty period.
- 1.5. We emphasize that SPC Flooring is crafted to replicate the authentic appearance of wood, including its natural colour differences and features. You and/or floor installer should carefully select floor panels and choose a suitable colour arrangement before installation. Before installation, panels should be visually inspected for mechanical damage and other visible defects, and any damaged panels should be discarded. Complaints about defects that were visible before installation will not be accepted if the panels have already been installed.
- 1.6. Please note that despite of the SPC flooring water resistance, prolonged and excessive moisture exposure can still damage the surrounding environment, including walls, other floor materials, furnishings, furniture, flooring, skirting boards, finishing materials, underfloor heating, or other elements not part of the SPC Flooring. Prolonged exposure to water or moisture can lead to mould and mildew growth, which can cause damage.
- 1.7. We recommend keeping at least one extra carton of SPC flooring from the original installation for future repairs or replacements.

2. SCOPE OF WARRANTY

- 2.1. The validity period of the warranty runs from the purchase date and is:
 - 25 years for the NextStep Collection installed in residential buildings
 - 25 years for the Home Collection installed in residential buildings
 - 25 years for the Living Collection installed in residential buildings
 - 5 years for the NextStep Collection installed in public buildings
 - 5 years for the Home Collection installed in public buildings
 - 5 years for the Living Collection installed in public buildings
- 2.2. We warrant that the SPC Flooring meets the specifications outlined in the Declaration of Performance and the Product Technical Data Sheet, downloadable from our website: www.barlinek.com
- 2.3. This warranty covers:
 - durability of floor surface layer when used normally and according to its intended purpose,
 - durability of the floor structure,
 - quality of the finish such as dimensions, matching of parts according to EN 16511 standard

3. WARRANTY CONDITIONS

- 3.1. This Warranty is valid if you notify us of any revealed defect before the warranty period ends. This warranty is only valid if you follow the storage, installation, care, and use instructions

provided. These instructions include iconography on the SPC Flooring packaging, instructional videos and graphics as well as Terms of Use and Care of SPC Flooring available on our website www.barlinek.com.

- 3.2. To exercise this warranty, you must provide proof of purchase for the SPC Flooring.
- 3.3. It is recommended that installation be performed by qualified installers who have the necessary equipment and experience with SPC flooring.
- 3.4. This Warranty applies only to you, the original purchaser and user of the SPC Flooring.
- 3.5. You and the installer should inspect Barlinek SPC Flooring before installation, following industry guidelines. This inspection should include checking for consistency in production batches (marked on packaging), finishing type, dimensions compared to the order, and any visible defects. This warranty is void if (a) panels with visible defects or (b) panels that do not match your order are installed.

4. Cases not covered by warranty

- 4.1. When purchasing SPC Flooring, you should be aware that there may be slight visual differences between the colour, grain pattern, and size of the reproduced wood features or knots in samples, photos, or marketing materials we provide to you and the actual products you receive. Differences in the specific pattern composition, distribution, or saturation of reproduced wood features between the samples or catalogue photos we provided to you and the product you purchased do not constitute a defect.
- 4.2. Please note that individual production batches of the flooring panels may have slight variations in colour or shade. To ensure colour consistency, flooring panels from the same production batch should be installed within a single room. Ensure that all panels belong to the same production batch before beginning the installation. The production batch number is printed on the packaging of the SPC Flooring. To make it easier to identify the production batch of installed floors during after-sales process, it's recommended to take and save a photo of the packaging with the production batch number after installation.
- 4.3. SPC Flooring provided by us should be used in accordance with its intended purpose for specific room types (utility class), as classified by ISO 10874. You can find information about the intended use of a specific SPC Floor for different room types (utility class) on the product packaging, in the product's technical data sheet, and on the product description available at our website: www.barlinek.com
- 4.4. SPC floors are waterproof, meaning that short-term exposure to water will not affect the integral structural components of the panels. This Warranty does not cover product damage, such as mould or mildew formation, caused by water or other liquids that have spilled and penetrated the subfloor.
- 4.5. This warranty also does not cover:
 - a. changes in the surface layer of SPC Flooring resulting from normal use or natural wear and tear
 - b. Mechanical damage or scratches caused by cleaning, maintenance, or use that does not comply with the Installation Instructions and the Terms of Use and Care of SPC Flooring,
 - c. changes in the colour of the flooring caused by exposure to sunlight, intense lighting, or the natural aging of the finish.
 - d. defects caused by improper installation or use of the flooring in conditions that do not comply with the Installation Instructions or the Terms of Use and Care of SPC Flooring,
 - e. damage caused by using underfloor heating systems that do not meet the specifications outlined in the Installation Instructions and the Terms of Use and Care of SPC Flooring, if such damage is related to the non-compliance.
 - f. a product that has been installed despite visible defects — visible defects are those that can be seen after unpacking the product (e.g., defects in the top layer or damage to the panel joint that

prevents installation). Panels with visible defects should be set aside before or during installation and reported to the seller for replacement.

- g. modification or repair of the SPC Flooring if you have not obtained our prior consent
- h. Transport damage, except for damage that occurs during transportation by us or on our behalf
- i. damage due to building settlement or uneven ground,
- j. damage caused by staining (e.g., from spilled liquids), scratches or dirt on the surface layer (e.g., from moving furniture without felt pads, animal claws, inappropriate footwear, or black rubber furniture castors), changes in gloss or dents on the floor surface (e.g., caused by dropped objects).
- k. damage caused by improper care or the use of inappropriate care products,
- l. damage caused by using the flooring in localised extreme conditions (e.g., hot spots or intense sunlight) that do not comply with the Installation Instructions and the Terms of Use and Care of SPC Flooring,
- m. uneven light reflection on the installed floor, which cannot be measured and is only visible under specific lighting conditions or viewing angles (visual inspection of the installed floor is performed standing under natural light),
- n. damage caused by hydraulic leaks, leaks from equipment that are not promptly addressed, or floods,
- o. damage resulting from improper storage,
- p. damage caused by water penetrating through damaged, cracked, or non-waterproof damp-proof joints between panels and walls, bathtubs, or shower enclosures.

5. CONDITIONS AT THE INSTALLATION SITE

- a. The conditions at the installation site such as temperature, subfloor water content and air humidity are provided in the installation instructions on the SPC Flooring packaging in the form of iconography. Additionally, instructional videos and graphics, as well as the Terms of Use and Care of SPC Flooring are available on our website www.barlinek.com
- b. The installer must follow the installation principles outlined in industry standards and specifications for starting and completing installation work.
- c. SPC floors should not be installed in areas with excessive high temperature or humidity, such as saunas, swimming pools, shower trays, bathtubs, or similar environments.
- d. SPC floors can be installed in bathrooms and similar rooms of this type exposed to local water splashes. floor surface, provided that all connections of the edges of the panels with obstacles such as walls, bathtubs, shower tray enclosures are secured with a flexible waterproof anti-moisture mass, e.g. sanitary silicone or a flexible adhesive mass in a selected colour. A floating or adhesive system for installing SPC panels is permitted in accordance with the installation instructions available on the website www.barlinek.com
When choosing an adhesive system for installing SPC panels, the appropriate, recommended adhesive system available on the website www.barlinek.com should be used.

6. REPORTING COMPLAINTS

- 6.1 Complaints must be submitted in writing or by email within one month of discovering the alleged defect, providing detailed information about the issue.
- 6.2. Complaints can be submitted to the seller where you purchased the product or directly to us. Please include with your complaint a proof of purchase and photographic evidence of the defect.
- 6.3. If you submit your complaint directly to us, please address it

to: Barlinek SA, 25-323 Kielce, Al. Solidarności 36 or by email to reklamacje.kielce@barlinek.com, biuro@barlinek.com.pl or claims.kielce@barlinek.com

7. COMPLAINT PROCEDURE

- a. To verify the validity of your complaint, we reserve the right to inspect the flooring at its installed location or storage at a mutually agreed-upon time.
- b. We will address each complaint within 2 weeks of receiving it. If an on-site inspection is necessary, we will address the complaint immediately afterward, but no later than 2 weeks after completing the inspection.
- c. We will notify you in writing or by email how we intend to resolve your complaint.
- d. If your complaint is found to be justified, we may, at our discretion:
 - 1. replace the defective product with a product free of defects,
 - 2. rectify the defects free of charge or reimburse you for the documented cost of the repairs.
 - 3. provide financial compensation if the defect cannot be repaired or if the repair costs would be excessive compared to the value of the undamaged SPC flooring and the nature and severity of the defect.

WARRANTY CERTIFICATE

**For flooring used in residential and public
buildings**

WARRANTY CERTIFICATE — SPC FLOORING

purchase receipt

number and purchase

date

product name (SPC panel)

(trade name or manufacturer's index no., name of collection – utility class)

Place of installation /address/

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Seller's stamp and signature

Warranty period:

25 years for the NextStep Collection installed in residential buildings

25 years for the Home Collection installed in residential buildings

25 years for the Living Collection installed in residential buildings

5 years for the NextStep Collection installed in public buildings

5 years for the Home Collection installed in public buildings

5 years for the Living Collection installed in public buildings

To file a complaint, please provide proof of purchase to the seller or directly to Barlinek S.A.