



# WARRANTY CERTIFICATE

## CONGRATULATIONS ON YOUR PURCHASE

**You have chosen a waterproof hybrid floor with an oak top layer. This card provides information on the terms and conditions of the warranty for the Hybrid Floor.**

**Detailed information and guidelines regarding installation and care instructions are included in the Installation Guide provided on the product packaging (Hybrid Flooring pack) in the form of illustrations, and are available at [www.barlinek.com](http://www.barlinek.com) in the form of instructional videos and graphics, as well as in the document 'Terms of Use and Care for Hybrid Flooring' available at [www.barlinek.com](http://www.barlinek.com).**

**The warranty terms and conditions are available at points of sale and on the website [www.barlinek.com](http://www.barlinek.com).**

# **Barlinek S.A., with its registered office in Kielce, provides a quality guarantee for the purchased "Hybrid Flooring with a wooden top layer", hereinafter referred to in the Warranty as "Hybrid Flooring"**

## **1. GENERAL WARRANTY TERMS**

- 1.1. Barlinek S.A. (hereinafter referred to as the "Guarantor"), with its registered office in Poland at 25-323 Kielce, Al. Solidarności 36, provides a quality guarantee for the Hybrid Floor in accordance with the terms and conditions set out in this Guarantee Certificate. A template of the Warranty Card is also available on the website [ww.barlinek.com](http://ww.barlinek.com). The Guarantor's liability under this warranty covers physical defects arising from causes inherent in the Hybrid Floor.
- 1.2. The person entitled under the warranty is the Buyer who meets the conditions set out in this warranty.
- 1.3. The person entitled to and making use of this warranty declares that they have read its terms and conditions and accept its content.
- 1.4. The Guarantor warrants to the original Purchaser (hereinafter the "Purchaser") 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 for the top layer of the Hybrid Floor is a natural product, in which natural variations in grain, color, knot size and other natural and individual characteristics of the wood may occur. The Buyer/floor installer should carry out an appropriate selection of floorboards and, prior to installation, reject or remove any unwanted elements.
- 1.6. The Guarantor draws the Buyer's attention to the fact that, regardless of the Hybrid Floor's waterproof properties, prolonged exposure to high humidity affecting the floor components may result in damage to the infrastructure surrounding the installation site, in particular: walls, subfloors, fittings, furniture, flooring, skirting boards, finishing materials and underfloor heating components. Damage may result from the growth of fungi and mould due to prolonged exposure to water or moisture.
- 1.7. The Guarantor recommends keeping at least one purchased pack of Hybrid Flooring in case of future repairs or replacement.
- 1.8. The Guarantor's liability constitutes a voluntary commercial guarantee of the product's durability.
- 1.9. This commercial guarantee is provided free of charge and in no way excludes, limits or suspends the Buyer's (Consumer's) rights under applicable law regarding the seller's liability for non-conformity of the goods with the contract.

## **2. SCOPE OF THE WARRANTY**

- 2.1. The warranty period is calculated from the date of purchase and is:
  - 30 years for residential construction
  - 5 years for public buildings
- 2.2. The Guarantor confirms that the Hybrid Floor meets the requirements set out in the Declaration of Performance and the Product Data Sheet, which are available for download from the Guarantor's website at [www.barlinek.com](http://www.barlinek.com)
- 2.3. The warranty covers:
  - the durability of the floor's wear layer when used for its intended purpose,
  - the durability of the floor structure,
  - the quality of the finish (dimensions, fit of components) in accordance with Standard EN 16511.

## **3. WARRANTY TERMS**

- 3.1. This warranty is valid provided that the Buyer notifies the Guarantor of any defect discovered before the expiry of the warranty period. The condition for the granting and validity of the warranty is

compliance with the rules and recommendations regarding storage, installation, maintenance and use, as set out in the installation instructions provided on the product packaging (Hybrid Flooring packs) in the form of illustrations, videos and instructional graphics available at [www.barlinek.com](http://www.barlinek.com) and in the document 'Terms of Use and Care for Hybrid Flooring', available at [www.barlinek.com](http://www.barlinek.com).

- 3.2. The basis for claiming under this warranty is proof of purchase of the Hybrid Floor.
- 3.3. It is recommended that installation be carried out by qualified fitters with the appropriate equipment and knowledge of Hybrid Flooring installation.
- 3.4. These warranty terms apply exclusively to the original purchaser who is the user of the Hybrid Floor.
- 3.5. The Buyer undertakes to comply with the installation, care and maintenance instructions for Hybrid Flooring.
- 3.6. The Buyer and the installer are responsible for inspecting the Hybrid Floor prior to installation in accordance with industry guidelines for flooring, in particular for checking: the type of finish, the wood species and the dimensions against the order, as well as for checking for any visible defects. The warranty is void in the event of installation: a) of components with visible defects; b) in a manner that is clearly inconsistent with the Buyer's order; c) where underlays or adhesive systems are used that do not meet the technical requirements specified in the Installation Instructions and Terms of Use for Hybrid Flooring.

## **4. CASES NOT COVERED BY THE WARRANTY**

- 4.1. When purchasing hybrid flooring with a wear layer made from a natural material such as wood, the Buyer should be aware of possible visual differences between the natural color of the wood, the grain, and the number or size of natural wood features (e.g. knots) shown in the samples or photographs included in the Guarantor's marketing materials, and the products offered for sale by the Guarantor. Differences resulting from the natural structure of the wood and differences in the distribution or intensity of the wood's natural features between the Guarantor's sample book or catalogue photographs and the product purchased by the Buyer do not constitute a defect in the Product.
- 4.2. Hybrid floors are water-resistant but not waterproof. Water-resistance means that the integral components of the plank structure will not be affected by brief exposure to water. The warranty does not cover damage to the product, e.g. mould growth, resulting from standing water or other liquids on the floor surface, or from water/other liquids that have seeped into the subfloor, floorboard joints or expansion gaps as a result of spillage.
- 4.3. The warranty does not cover products installed in public facilities with very high foot traffic, such as industrial premises, in particular production halls, airports, school corridors and shopping centres.
- 4.4. Furthermore, the warranty does not cover:
  - a. changes to the surface layer of the boards resulting from normal use and natural wear and tear,
  - b. mechanical damage or scratches caused by cleaning, maintenance or use contrary to the Installation Instructions and Terms of Use for Hybrid Floors,

- c. changes in the colour of the wood caused by exposure to sunlight, intense lighting or the ageing of the wood and/or the finish,
- d. defects resulting from incorrect installation or use of the floor in conditions that do not comply with those set out in the Installation Instructions or the Terms of Use and Care for Hybrid Floors (the Installation Instructions are included with every product package and are also available at [www.barlinek.com](http://www.barlinek.com); The Terms of Use and Care for Hybrid Floors are available at [www.barlinek.com](http://www.barlinek.com),
- e. damage to the Hybrid Floor installed on a surface with underfloor heating whose parameters do not comply with those specified in the Installation Instructions and the Terms of Use and Care for Hybrid Floors, provided this contributed to the damage incurred,
- f. minor gaps in the filling of knots in brushed floorboards, which are a characteristic feature of this type of wear layer finish,
- g. a product which, despite visible defects, has been installed; Visible defects are those that are discernible on the surface of the floorboard or that prevent installation in accordance with industry standards. Floorboards with visible defects should be set aside before or during installation and reported to the seller so that they can be replaced,
- h. modifying or repairing the floor yourself, unless such work has been agreed with the Guarantor,
- i. mechanical damage caused during transport, except for transport carried out by the Guarantor or on their behalf,
- j. damage to the floor caused by building settlement or an uneven subfloor,
- k. damage caused by improper maintenance or the use of unsuitable care products,
- l. damage caused by staining (from liquids left to stand for a long time), scratches or soiling of the surface layer, e.g. caused by moving furniture, failure to use or replace worn protective pads under furniture legs, or caused by animal claws, changes in gloss or dents on the surface of the wooden floor (e.g. caused by falling or localised pressure from heavy or sharp-edged objects),
- m. damage caused by using the floor in microclimatic conditions (e.g. temperature, relative humidity) that do not comply with the Installation Instructions and Terms of Use for Hybrid Floors,
- n. effects of uneven light reflection on the installed floor which cannot be measured or which are visible only under specific lighting conditions or at a specific angle (a visual inspection of the installed wooden floor is carried out whilst standing under natural lighting conditions),
- o. gaps and gaps that form between the boards due to the natural swelling and shrinkage of the wood as a result of changes in humidity,
- p. floors used incorrectly in any way,
- q. water damage caused by plumbing leaks, leaks from appliances or flooding that are not dealt with promptly,
- r. damage resulting from improper storage, unsuitable conditions at the place of use (inappropriate humidity levels and temperature at the place of use), extreme sunlight exposure, excessive wear and tear,
- s. damage resulting from water ingress through a damaged, cracked, non-waterproof damp-proof joint at the connections between the board and the walls, bath or shower enclosure.

## 5. CONDITIONS AT THE INSTALLATION SITE

- a. The conditions at the installation site regarding temperature, substrate moisture content and air humidity are specified by the manufacturer in the Installation Instructions included with each product package and available at [www.barlinek.com](http://www.barlinek.com).
- b. The installer is obliged to comply with the installation rules set

out in industry standards and specifications describing the conditions for commencing and carrying out parquet flooring work.

- c. Hybrid Floors must not be installed in areas with very high temperatures or humidity, such as saunas, swimming pools, shower trays, bathtubs or similar.
- d. Hybrid flooring can be installed in bathrooms and similar rooms where the floor surface is exposed to localised water splashes, provided that all joints between the board edges and obstacles such as walls, bathtubs, shower tray surrounds are sealed with a flexible, waterproof damp-proof compound, e.g. sanitary silicone or a flexible adhesive compound in the color of your choice. In these rooms, the boards must be glued to the subfloor using a suitable adhesive system.

## 6. SUBMITTING COMPLAINTS

- 6.1 Complaints must be submitted in writing or by email within one month of the date on which the alleged defect was discovered, describing the grounds for the complaint in as much detail as possible.
- 6.2. A complaint may be lodged with the Seller from whom the product was purchased or directly with the Guarantor. The complaint must be accompanied by proof of purchase and photographic evidence of the defect.
- 6.3. If a complaint is submitted directly to the Guarantor, it should be sent to the following address: Barlinek SA, 25-323 Kielce, Al. Solidarności 36, or to the email addresses [reklamacje.kielce@barlinek.com](mailto:reklamacje.kielce@barlinek.com), [biuro@barlinek.com.pl](mailto:biuro@barlinek.com.pl), or [claims.kielce@barlinek.com](mailto:claims.kielce@barlinek.com)

## 7. PROCEDURES FOR HANDLING COMPLAINTS

- a. In order to verify the validity of the complaint, the Guarantor reserves the right to inspect the flooring subject to the complaint at the place of its installation or storage, at a previously agreed time.
- b. The complaint will be dealt with within two weeks of the date on which it was submitted to the Guarantor. If an on-site inspection at the Buyer's premises is required, the complaint will be dealt with immediately after the inspection has been carried out, but no later than two weeks from the date of its completion.
- c. The Guarantor shall notify the Buyer of the outcome of the complaint in writing or by email.
- d. If the complaint is deemed valid, the Guarantor may, at its discretion:
  - 1. replace the defective parts with non-defective ones,
  - 2. rectify the identified defects free of charge or cover the documented cost of rectifying the defect,
  - 3. pay financial compensation in the event that rectifying the defect would be impossible or would entail excessive costs, taking into account the value of the SPC flooring, the nature of the identified defect, and the wear and tear and depreciation of the flooring, i.e. up to a maximum compensation amount determined according to the period of use from the date of purchase:
    - 1–6 years: up to 100% of the purchase price
    - 7–11 years: up to 80% of the purchase price
    - 12–17 years: up to 50% of the purchase price
    - 18–24 years: up to 30% of the purchase price
    - 25–30 years: up to 10% of the purchase price

## 8. TERMS OF USE FOR FLOORING.

- a. The Terms and Conditions for the Use and Maintenance of Hybrid Floors can be found at [www.barlinek.com](http://www.barlinek.com).

**waterproof hybrid  
floors**

# WARRANTY CERTIFICATE

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

## HYBRID FLOORING WARRANTY CERTIFICATE

**purchase document no.**.....

**date of purchase**.....

**product name /floorboard/** .....

(trade name or manufacturer's code, grade - finish type - timber class)

**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, please enclose proof of purchase with the claim and submit it to the Seller or directly to Barlinek SA.

**barlinek.com**