

WARRANTY CERTIFICATE

CONGRATULATIONS ON YOUR PURCHASE

You have chosen a waterproof SPC floor.

This card provides information on the terms and conditions of the warranty for SPC flooring.

Detailed information and guidelines on installation and care instructions can be found at in the installation guide included on the product packaging (SPC flooring pack) in the form of illustrations, and are available at www.barlinek.com in the form of instructional videos and graphics, as well as in the document 'Terms of Use and Care for SPC Flooring' available at www.barlinek.com

The warranty terms and conditions are available at points of sale and on the website www.barlinek.com

Barlinek S.A., with its registered office in Kielce, provides a quality guarantee for the purchased hereinafter referred to in the Warranty as "SPC 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 SPC flooring 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 www.barlinek.com. The Guarantor's liability under this warranty covers any non-conformity with the contract arising from causes inherent in the SPC Flooring.
- 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 Warrantor warrants to the original Purchaser (hereinafter the "Purchaser") that the SPC flooring will be free from manufacturing defects during the warranty period.
- 1.5. Please note that, regardless of the SPC Flooring's water resistance, prolonged and excessive moisture affecting the panels may cause damage to the surrounding installation area, such as walls, other floors, fittings, furniture, flooring, skirting boards, finishing materials, underfloor heating components or other items not forming part of the SPC Flooring. Damage may result from the growth of fungi and mould due to prolonged exposure to water or moisture.
- 1.6. The Guarantor recommends keeping an additional supply of SPC Flooring from the original installation (at least one full box) for future repair or replacement.
- 1.7. The Guarantor's liability constitutes a voluntary commercial guarantee of the product's durability.
- 1.8. This commercial warranty 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:
 - 25 years – residential construction, for the NextStep collection
 - 25 years – residential construction, for the Home collection
 - 25 years – residential construction, for the Living collection
 - 5 years – public buildings, for the NextStep collection
 - 5 years – public sector construction, for the Home collection
 - 5 years – public sector construction for the Living collection
- 2.2. The Guarantor confirms that the SPC flooring meets the requirements set out in the Declaration of Performance and the Product Data Sheet, 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 for its intended purpose,
 - the durability of the floor structure,
 - the quality of the finish (including dimensions and the fit of components) in accordance with Standard EN 16511.

3. WARRANTY TERMS AND CONDITIONS

- 3.1. This warranty is valid provided that the Buyer notifies the Warrantor of any defect discovered before the expiry of the warranty period. The grant and validity of the warranty are subject to compliance with the rules and recommendations regarding storage, installation, maintenance and use, as set out in the Installation Instructions provided on the product packaging

- 3.2. The basis for claiming under this warranty is proof of purchase of the SPC flooring.
- 3.3. It is recommended that installation be carried out by qualified fitters with the appropriate equipment and knowledge of SPC flooring installation.
- 3.4. These warranty terms apply exclusively to the original purchaser who is the user of the SPC flooring.
- 3.5. Before commencing installation, the colour consistency of the material must be verified. The reproduction of the unique characteristics of natural wood in the product may result in slight variations in the shades and texture of individual elements. The purchaser/floor installer should select the floor panels appropriately to achieve the desired pattern composition.
- 3.6. Marketing materials depicting the appearance of the floor, for the reasons set out in point 3.5, are for illustrative purposes only and may not fully correspond to the actual appearance of the products, which does not constitute a defect.
- 3.7. The buyer/installer is obliged to check that the installation is correct in accordance with the installation instructions and guidelines set out in industry standards. If any irregularities are found, installation must be halted and a complaint lodged.
- 3.8. Prior to installation, the SPC flooring must also be inspected for compliance with the order, mechanical damage and other visible defects in order to eliminate them. Complaints regarding defects visible prior to installation will not be considered if the panels have been installed.

4. CASES NOT COVERED BY THE WARRANTY

- 4.1. Guarantor SPC flooring should be used in accordance with for the intended purpose corresponding to the room usage class as defined by ISO 10874. Information regarding the suitability of a particular SPC flooring for a specific room usage class can be found on the product packaging, in the product data sheet, and in the product description available at www.barlinek.com.
- 4.2. SPC floors are water-resistant, which means that exposure to water will not affect the structural integrity of the panels. The warranty does not cover damage to the product, e.g. mould or mildew, resulting from standing water or other liquids that have seeped into the subfloor following a spill.
- 4.3. Furthermore, the warranty does not cover:
 - a. changes to the top layer of the SPC flooring 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 the Terms of Use and Care for SPC Flooring,
 - c. discolouration of the flooring caused by exposure to sunlight, intense lighting or the ageing of the finish,
 - d. defects resulting from incorrect installation or use of the flooring under conditions not in accordance with the Installation Instructions or the Terms of Use and Care for SPC Flooring,
 - e. damage resulting from the use of underfloor heating systems with parameters inconsistent with those specified in the Installation Instructions and the Terms of Use and Care for SPC Flooring, insofar as this contributed to their occurrence,
 - f. a product which, despite visible defects, has been installed; Visible defects are those that are noticeable in the product after unpacking (e.g. defects in the top layer or damage to the locking mechanism preventing installation). Panels with visible defects should be set aside before or during installation and reported to the retailer to enable their replacement,
 - g. modification or repair of the SPC flooring by the user, unless such work has been agreed with the Guarantor,
 - h. damage during transport, except for transport carried out by the

(SPC Flooring packs) in the form of illustrations, videos and instructional graphics available on the website www.barlinek.com and in the document 'Terms of Use and Care of SPC Flooring', available at www.barlinek.com

Guarantor or on their behalf,

- i. damage resulting from building settlement or uneven subfloor,
- j. damage caused by staining (e.g. from spilled liquids), scratches or soiling of the top layer (e.g. caused by moving furniture, failure to replace worn felt pads under furniture legs, animal claws, wearing unsuitable footwear, black rubber-based entrance mats and furniture castors, changes in gloss or dents on the floor surface (e.g. caused by objects falling onto the floor surface),
- k. damage caused by improper care or the use of unsuitable care products,
- l. damage caused by using the floor in microclimatic conditions (e.g. temperature, direct sunlight) that do not comply with the Installation Instructions and the Terms of Use and Care for SPC Floors,
- m. effects of uneven light reflection on the installed floor, which cannot be measured or which are visible only under specific lighting conditions or from a specific angle (a visual inspection of the installed floor is carried out whilst standing under natural lighting conditions),
- n. damage caused by water leaks, equipment leaks or flooding that have not been rectified promptly,
- o. damage resulting from improper storage,
- p. damage resulting from water penetration through a damaged, cracked, non-waterproof damp-proof joint at the connections between the panels and the walls, bath or shower enclosure.

5. CONDITIONS AT THE INSTALLATION SITE

- a. The installer specifies the conditions at the installation site regarding temperature, substrate and air humidity in the Installation Instructions provided on the product packaging (SPC flooring packs) in the form of illustrations, as well as in the instructional videos and graphics available at www.barlinek.com, and in the document "Conditions of Use and Care for SPC Flooring" available at www.barlinek.com.
- b. The installer is required to comply with the installation guidelines set out in industry standards and specifications describing the conditions for commencing and carrying out installation work.
- c. SPC flooring must not be installed in areas with very high temperatures or humidity, such as saunas, swimming pools, shower trays, baths or similar.
- d. SPC flooring may be installed in bathrooms and similar rooms exposed to localised water splashes

of the floor surface, provided that all joints between the panel edges and obstacles such as walls, bathtubs, and shower tray surrounds are sealed with a flexible, waterproof damp-proof compound, e.g. sanitary silicone or a flexible adhesive compound in the chosen colour. Floating or adhesive installation systems for SPC panels are permitted in accordance with the installation instructions available at www.barlinek.com

When choosing an adhesive installation system for SPC panels, the correct, recommended adhesive system available at www.barlinek.com must be used

6. SUBMITTING A COMPLAINT

- 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, biuro@barlinek.com.pl, or 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:
 - 1–5 years: up to 100% of the purchase price
 - 6–10 years: up to 80% of the purchase price
 - 11–15 years: up to 50% of the purchase price
 - 16–20 years: up to 30% of the purchase price
 - 21–25 years: up to 10% of the purchase price
- e. If the Product was installed as part of a paid installation service and is found to be faulty, the Guarantor will cover reasonable labour costs for direct repairs (excluding, for example, labour costs associated with the dismantling and reinstallation of any household appliances or furniture, or hotel stays required due to the repair or replacement)

**waterproof SPC
flooring**

WARRANTY CERTIFICATE

For flooring used in residential premises and public buildings

SPC FLOORING WARRANTY CERTIFICATE

purchase document no......

date of purchase.....

Product name /SPC panel/

(trade name or manufacturer's code, collection name – wear class)

installation location /address/.....

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warranty period:

25 years – residential construction, for the NextStep collection

25 years – residential construction, for the Home collection

25 years – residential construction, for the Living collection

5 years – public buildings, for the NextStep collection

5 years – public sector construction, for the Home collection

5 years – public sector construction, for the Living collection



Seller's stamp and signature

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

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