



STRUCTURAL AND WEAR MANUFACTURER'S WARRANTY

All DELIVERING NATURE's flooring products are covered by a LIMITED STRUCTURAL and WEAR THROUGH WARRANTY.

We certify that each product is free from manufacturing and structural defects and that the surface finish of the floorings will not wear through within the periods indicated on the table below, under normal residential or commercial use, provided the below terms and conditions are complied with.

PRODUCT LINE	FINISH	LEVEL OF USE*	RESIDENTIAL WARRANTY	COMMERCIAL WARRANTY
NATURALS	WEARTOP®	23 / 33	15 years	5 years
RECOLOUR	WEARPLUS®	23 / 33	15 years	5 years
VITA CLASSIC	WEARPLUS®	23 / 33	15 years	5 years
VITA DECOR	WEARTOP®	23 / 33	15 years	5 years
ECORIUM	AQUA2K+	23 / 31	10 years	5 years

* EN ISO 10874

WARRANTY TERMS AND CONDITIONS

The assertion of warranty claims is subject to compliance with the following terms and conditions:

- The warranty is valid from the date of purchase as shown on the customer's invoice.
- The warranty applies only to the original user and covers only approved product applications.
- The warranty applies to floor tiles and floating floors used exclusively in interior residential and commercial applications that are subject to normal traffic, excluding wet or damp areas such as bathrooms or saunas.
- The warranty against wear is restricted to wear on the surface of the boards or tiles. The "wear through" is characterized as 100% reduction of the surface wear layer. It must be readily visible and cover a minimum of approximately 10% of the installed floor. Gloss reduction or micro-scratches are not considered wear.
- The warranty is only valid if proper installation, cleaning and maintenance procedures are followed.

EXCLUSIONS

The following are expressly excluded from the present warranty:

- Defects or damage caused by transportation.
- Defects, which are not related to the manufacturing process.
- Expanding and contracting of the floor tiles or panels.
- Defects or damage caused by installation that does not comply with the recommended installation procedures. Any failure, as a result of improper installation, is the sole responsibility of the flooring contractor and/or installer.
- Inadequate subfloor or deficient subfloor conditions, preparation or repair.
- Missing or deficient subfloor moisture barrier.
- Inadequate underlayment.
- Inadequate product choice for the flooring use conditions.
- Labour on material installed with obvious and detectable visual defects.
- Difference or dissatisfaction in colour, shade, gloss or texture variations from samples, photographs, batch, exposure to sunlight or replacement.
- Purely visual impairments such as dents, gaps, colour, shade, gloss or texture variations.
- Damage or dissatisfaction due to improper or not recommended care, maintenance or refurbishment procedures or products.



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- Unapproved modification or repair.
- Damage due to chair castor wheels.
- Cracking, warping, indentation, scratching or abuse caused by (but not limited to) items such as roller skates, stiletto heels, furniture legs, golf shoes or pets.
- Damage or deformations due to exposure to excessive heat, cold, moisture or dryness (more than 70% or less than 30% R.H.).
- Problems due to moisture, mildew, chemical substances or hydrostatic pressure.
- Damage due to stains or marks caused by tires, rubber-backed mats or staining floor protectors.
- Damage due to stains, scratches, gouges, scuffs, punctures, tears, fading, indentations, burns, lack of proper furniture rests, improper storage, insect infestation or other incident such as fire, flood (also leaky plumbing, overflowing of sinks or similar water damage) or abuse.
- Accidents, abuse, misuse or force majeure.

HOW TO MAKE A CLAIM

Notify the retailer who sold the material within 30 days of occurrence, in writing. You must supply proof of purchase. Include the product name, quantity involved and installation costs (if applicable).

Once the retailer verifies the claim, he will then notify a GRANORTE's distributor and, if necessary, an inspection will be arranged.

WARRANTY COVERAGE

This warranty is effective in addition to the statutory warranty and all other rights the buyer is provided with by law, including the rights of the buyer with regard to the seller.

If, unexpectedly, a defect is verified, GRANORTE's distributor will arrange for the repair, refinish or replacement of the defective floor; if the floor needs to be replaced, the replacement material will be the same design and coloration as the original. If the original flooring is no longer available, then other product of equal value will be supplied. GRANORTE will repair or replace a floor one time during the life of its warranty.

GRANORTE excludes and will not pay consequential damages under this warranty. Repair or replacement of flooring material is the sole remedy. This warranty includes the replacement of the defective floor boards and/or the cost of labour, according to the table below.

RESIDENTIAL		COMMERCIAL	
WARRANTY PERIOD	WARRANTY COVERAGE	WARRANTY PERIOD	WARRANTY COVERAGE
> 0 – 2 Years	100% Flooring Products + Replacing costs	> 0 – 2 Years	100% Flooring Products + Replacing costs
> 2 – 4 Years	75% Flooring Products	> 2 – 3 Years	75% Flooring Products
> 4 – 10/15 Years	25% Flooring Products	> 3 – 5 Years	25% Flooring Products

DISCLAIMER OF OTHER WARRANTIES AND LIMITATION OF LIABILITY

This is a limited Warranty. Except as set forth herein, we make no warranties regarding the product and we exclude and disclaim, to the extent permitted by applicable law, any and all implied warranties with respect to the product, including, without limitation, any implied warranty of merchantability, fitness for a particular purpose, satisfactory quality and/or correspondence with description.

Other than expressly provided herein, under no circumstances shall we be liable to the end-user, purchaser or any third party for special, indirect, incidental or consequential damages of any kind, arising out of any defect in our product.