

**RIGID CLICK****RIGID CLICK PLUS**

## WARRANTY

CORKART vinyl flooring, **SPC Rigid Click and SPC+ Rigid Click Plus**, is covered by a **20 year residential warranty and a 10 year commercial warranty**, provided that all installation and usage requirements set out in the installation manual and warranty conditions are fully complied with.

### Wear

This condition is limited to wear of the surface layer of the planks. The wear must be clearly visible and affect a minimum of approximately 10% of the installed flooring. Loss of gloss or superficial scratches are not considered surface wear.

### Structural Integrity

CORKART products are carefully inspected during the manufacturing process prior to packaging and are warranted to be free from manufacturing defects, with the exception of minor colour variations that are technically unavoidable and minor imperfections that do not substantially reduce their functional value.

### Click System

The locking system will remain secure and the planks must not separate.

NOTA: All CORKART floors are designed to minimise the gaps that may occur in natural flooring due to seasonal fluctuations. Minor gaps up to 0.2 mm or 0.01 inches, without plank disengagement, may occur and are not considered a defect.

### The CORKART Wear Warranty is subject to the following conditions:

- 1) This warranty is valid from the date of purchase and applies only to flooring products installed at their original installation location. It is non transferable and applies solely to the original purchaser whose name appears on the invoice. The warranty will expire if the product or the installation location is transferred or resold.
- 2) This warranty applies to CORKART vinyl floating floors and exclusively to indoor residential or commercial applications, subject to normal use.
- 3) Proper installation – Carefully read the installation and maintenance instructions from beginning to end before installing the flooring and strictly follow them. Improper installation will void the warranty.
- 4) Proper cleaning and care – Carefully read the installation and maintenance instructions from beginning to end before installing the flooring and strictly follow them. Improper cleaning and care will void the warranty.
- 5) Proper maintenance – Carefully read the installation and maintenance instructions from beginning to end before installing the flooring and strictly follow them. Improper maintenance will void the warranty.
- 6) CORKART products are carefully inspected during the manufacturing process prior to packaging. Final inspection and approval are the responsibility of the customer. Visual defects are excluded from the warranty once the flooring has been accepted and installed.
- 7) If the customer does not strictly follow the procedures set out in the Installation and Maintenance Manual, CORKART assumes no responsibility for installation or related costs.

8) As with all flooring of this type, some variation in colour and pattern may occur and is not considered a defect. Differences in tone or colour may exist between samples or photographs and the actual flooring:

- a) from batch to batch;
- b) when replacing part of the flooring;
- c) depending on the manufacturing date or production history of the same product reference or batch

9) The use of chairs with castors is not permitted without protective mats, except for chairs fitted with castors with a minimum diameter of 50 mm and a tread width of 20 mm, made of seamless hard plastic, in accordance with DIN 68131 and or EN 425.

10) CORKART shall not be held liable for, nor accept claims arising from, the installation of incorrect material, visually defective material, or material that does not meet the customer's expectations in terms of consistency or colour variation. Installation of the material shall be deemed confirmation of the pattern, colour, appearance, and all other visual characteristics, including, but not limited to, squareness and thickness.

11) The warranty is limited solely to the repair or replacement of the flooring. Any additional liability is excluded to the extent permitted by law. CORKART shall not be held liable under any circumstances for consequential damages, including, but not limited to, business interruption, loss of use, loss of profits, etc.

12) Corkart products are manufactured in accordance with applicable industry standards and technical specifications. Characteristics that fall within the tolerances established by these standards are not considered defects, but rather part of the natural variations of the product or the manufacturing process.

**13) The Residential Warranty coverage shall be as follows:**

- 0–2 years: 100% of the flooring for replacement + removal and installation costs
- 3–10 years: 100% of the flooring for replacement (excluding removal and installation costs)
- 11–20 years: 50% of the flooring for replacement (excluding removal and installation costs)

**14) The Commercial Warranty coverage shall be as follows:**

- 0–2 years: 100% of the flooring for replacement + removal and installation costs
- 3–6 years: 100% of the flooring for replacement (excluding removal and installation costs)
- 7–10 years: 50% of the flooring for replacement (excluding removal and installation costs)

**Exclusions:**

**15) Damage due to:**

- Alkaline substances, hydrostatic pressure, expansion and/or contraction between planks.
- Excessive exposure to heat, cold, or dryness.
- Subfloor irregularities, inadequate subfloor preparation, or improper use of subfloor materials.
- Adhesives or adhesive tapes, stains, scratches, scuffs, punctures, tears, cuts, dents, burns, accidents, or lack of adequate protection for furniture.
- Improper storage and handling.
- Incidents such as fire, flooding, plumbing leaks, sink overflows, or similar water-related damage, as well as other accidents or improper use.

16) Loss of gloss over time is consistent with normal wear and is not considered a defect.

17) CORKART does not guarantee that vinyl products will match or coordinate with the customer's fixtures and décor, including furniture, finishes, cabinets, handrails, etc.

- 18) Dissatisfaction, issues, or damage resulting from the use of improper installation tools and/or materials.
- 19) Failure to comply with CORKART's installation instructions and recommended maintenance guidelines. CORKART cannot assume responsibility for the suitability of the flooring material and accompanying products for each individual installation, as CORKART has no control over the installer's proper application. If any individual plank is questionable in terms of appearance or dimensions, the installer should not use it.
- 20) Cracks, deformations, dirt, inadequate maintenance, or abuse caused by objects such as skates, inline skates, stiletto heels, golf shoes, or animal claws/nails; abrasive materials including, but not limited to, gravel, pebbles, and sand.
- 21) Flooring installed in inappropriate locations is excluded from this warranty.
- 22) Insect infestation occurring after shipment from the factory.
- 23) Impact from dropped objects that may damage or break the flooring or its finish.
- 24) Improper finishes applied outside the factory (by the owner or installer), including but not limited to touch-ups or coatings.

**How to submit a claim:**

Any damage or defect identified in the material at the time of delivery must be reported and recorded immediately with the carrier and the retailer.

If any defect is detected in a CORKART floor, notify in writing the retailer who sold you the material within a maximum of 15 days from the material delivery date. To submit a claim, you must provide proof of purchase, include the product reference, the quantity involved, and installation costs (if applicable). Once the retailer has reviewed the claim, they will notify CORKART and, if necessary, an inspection will be arranged.

If a defect is confirmed, CORKART will provide repair or replacement of the defective flooring. If the floor needs to be replaced, the replacement material will be of the same reference as the original. If the original flooring is no longer available, another CORKART flooring of equal value will be supplied.

The repair or total/partial replacement of flooring identified as defective is at CORKART's discretion, provided it does not fall within the exclusions previously listed. Any other costs associated with installation, repair, or replacement will not be covered by this warranty. Any attempt to repair, refinish, repaint, or replace the defective product prior to inspection by a CORKART retailer will void this warranty.

CORKART will repair or replace a floor once during the validity period of its warranty.