

Conditions of commercial warranty

The object of this warranty only concerns to the product manufactured exclusively by FAUS International Flooring S.L.U. (hereinafter FAUS), whose labelling is expressly identified with the warranty seal offered by the manufacturer (FAUS), hereinafter "the product", issuing the present guarantee in the following terms:

- 1) FAUS guarantees the customer the product, if it is used in accordance with the uses for which it has been conceived and indicated by the manufacturer, during the 5 years from the date of acquisition of the product (hereinafter "warranty period").
- 2) For the application of this warranty, it must be considered that the product is subject to an annual depreciation. Therefore, in case of application of this warranty, the value of the product will be calculated by applying a depreciation of 1/5 of the value of the installed product in the corresponding time. The date of purchase will be taken as reference of the beginning of the depreciation and the date of the claim as the final count.
- 3) This warranty shall only be applied to those defects of the product caused by the manufacturing process, that is, not caused during or due to transport, handling, pre-conditioning, or installation of the product.
- 4) Before the installation of the product, it must be carefully inspected to detect any visible damage or defect (colour changes, brightness differences, lack of paper, etc.), since the installation of these parts will not be covered by the present guarantee. This warranty will expire 30 days after the purchase of the product for visible defects.
- 5) To make this warranty effective, you must contact the supplier within 30 days after knowing the defect, presenting the purchase invoice before the warranty period has ended. The warranty only applies to the first buyer and in no case, will be transferable to third parties.
- 6) FAUS reserves the right to inspect the product and/or installation object of the claim and in any case, collect or request all information regarding the product, installation, maintenance and use of the product necessary for a correct evaluation of the claim. Obtaining samples from the fitted mouldings that show a defect is responsibility of the buyer, with the possibility of being compensated by FAUS, in case that the hidden defect intended to validate exists. By hidden defect, we refer to those defects' invisible before and during the installation.
- 7) The warranty does not cover any additional cost with respect to the purchase value referenced, in terms of installation, replacement and/or dismantling and removal costs of the product, additional materials required or penalties (as, for example, due to delays in completion of works, etc.). In case of hidden defects, the cost of uplift and refit should be covered by the buyer. If the floor has been fitted by a professional, FAUS will cover the hired labour within reasonable limits. By hidden defect, we refer to those defects' invisible before and during the installation.
- 8) FAUS will not be liable, neither to the client, nor to third parties for any incidental or consequential damages produced because of the breach of the provisions of this guarantee.
- 9) The replaced product will be guaranteed during the time remaining since the claim was filed by the client and until the end of the corresponding warranty period, calculated from the date of acquisition of the product with respect to which the claim was made.
- 10) . This warranty does not cover dents, scratches, damages caused by natural agents (water, erosion, insects, etc.), damages produced because of alterations in the product, or damages caused by negligence. This warranty can also not be applied when the instructions for installation and/or maintenance of the product have not been respected, the products have not been used for the purpose for which they were manufactured, the recommendations of use determined by the manufacturer have not been respected, the customer has tried to eliminate the faults on their own or with the help of third parties, or has not communicated in writing to the purchase establishment the reasons for their claim attaching purchase invoice.
- 11) For this warranty to be applicable, the damage produced must be visible from a minimum distance of 1.50 m. For values lower than the one mentioned, it will not be considered that there has been deterioration of the product within the warranty conditions.
- 12) The responsibility of FAUS is limited to the restitution of the damaged product by another of the same design and characteristics. If this is not available, it will be replaced by any other chosen by the customer of equal value, calculated in accordance with clause 2 of this contract. FAUS does not authorize any client or third party to establish any obligation or additional responsibility of FAUS regarding the product.
- 13) Defects not attributable to the manufacturer, such as scratches, bumps, indirect damage, defects due to humidity, improper use, or improper maintenance and / or discoloration due to the passage of time, may not be covered by the warranty.

In the event of a claim, we kindly request you to complete the following questionnaire. Please also include the purchase invoice (duly stamped by the distributor) to present your claim.

Buyer's information:

Name and Surname:

Address:

Telephone:

Population:

Post Code:

Date of purchase:

City:

Country:

Date and signature:

Distributor Information:

Name of the distributor where the purchase has been made:

Address:

Fax or email:

Population:

Post Code:

City:

Country: