



STONE FLOOR
SPC LAMINATE
FLOORING

WARRANTY

LAMINATE

IMPORTANT NOTICE REGARDING WARRANTY

This product is covered for a very competitive warranty period. In order to enjoy the peace of mind that this warranty affords, this product must be installed to the specifications detailed in this document. To ensure the optimum performance of your floor and full coverage of our warranty, please adhere to all instructions relating to subfloor, installation environment and method, and ongoing care and maintenance. Any faults that occur as a result of incorrect installation, inappropriate environment or lack of appropriate care and maintenance procedures, will not be covered by the warranty

Appropriate Installation Settings: Residential settings and commercial settings: areas with light to moderate traffic, such as hotels, conference rooms, small offices and boutiques. NOT to be installed in wet areas that have a potential for flooding or are subject to excessive moisture and high levels of humidity, such as bathrooms, laundries, saunas or outdoor areas. Whilst the core of the laminate board is made of a very sturdy HDF (High density fibreboard) this material can swell if exposed to moisture for a prolonged duration.

CONSUMER GUARANTEE

Our goods come with guarantees that cannot be excluded under the Chinese Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

ADDITIONAL VOLUNTARY GUARANTEE

1. StoneFloor provides the following guarantees in respect of its laminate flooring products (henceforth referred to as the "Product"):

- (a) Structural Warranty: StoneFloor warrants that its Product will be free from structural defects and will not warp, twist, buckle or delaminate ("Structural Warranty"); and
- (b) Surface Warranty: StoneFloor warrants against defects in the surface of its Product, such that the product surface will not wear through to the core (HDF) layer of the Product ("Surface Warranty"), (together the "Guarantee").

2. The benefits to the consumer given by the Guarantee are in addition to other rights and remedies of the consumer under the Chinese Consumer Law.

DURATION

3. The Guarantee for each Product commences on the date of installation and continues for the period specified below depending on the particular product range and the environment in which it is installed:

PRODUCT	
Laminate	
RESIDENTIAL STRUCTURAL WARRANTY	RESIDENTIAL SURFACE WARRANTY
Lifetime	30 years
COMMERCIAL STRUCTURAL WARRANTY	COMMERCIAL SURFACE WARRANTY
Lifetime	10 years

LIMITATIONS & LIABILITIES

4. This guarantee is for the original purchaser of the product and for the product at its original site of installation only. StoneFloor's liability under the Guarantee is limited to re-supplying any part of the Product accepted as defective during the period of the Guarantee, together with associated scotia beading. The re-supplied Product will come from StoneFloor's current batch of equivalent Product.

Unless expressly stated, StoneFloor will not be responsible for any labour charges incurred in re-installation of any Product, any associated rectification work or any costs or labour charges relating to replacement of any flooring surface on which the Product is used. Re-painting, removal of fixtures or furniture, accommodation, waste removal and any other costs are specifically excluded from the Guarantee. Reasonable labour charges associated with any rectification work may be reimbursed, at the sole discretion of StoneFloor. Such reimbursement will not be considered unless the Product and its replacement has been professionally installed by the retailer or place of purchase, but is not automatically given in such circumstances. A request for such costs should be made through the formal claims procedure (see paragraph 11 for details).

5. The Guarantee will not apply where the defect in, or the failure of, the Product arises in whole or in part from:

- (a) storage, handling, installation or use of the Product other than in accordance with the manufacturer's instructions;
- (b) improper cleaning, care or maintenance of the Product;
- (c) the subfloor not being prepared in accordance with current state standard of the People's Republic of China, standards or improper or inadequate application of the Product;
- (d) use of products (other than the Product) with the Product other than in line with manufacturer recommendations;
- (e) unevenness caused by uneven sub-floor;
- (f) concrete/screed subfloors, where curing compounds, laitance, bond breakers or any other contaminants are present in the floor;
- (g) hydrostatic pressure, excessive moisture or alkali conditions on the site;
- (h) damage, intentional or accidental, caused by abuse or misuse, including but not limited to stiletto heels, dragged objects, heavy furniture, castor wheels, dropped items, sand, stones or other foreign objects brought into contact with the Product;
- (i) dimensional instability within the floor-covering assembly;
- (j) the presence of underfloor heating, not being used in line with manufacturer recommendations (i.e. radiant heat should not exceed 27°C);
- (k) acclimatisation of product has not occurred for a minimum of 48 hours before laying;
- (l) non-use of glue or humidifiers during installation dependant on climate of job;
- (m) scratches or surface marks/stains;
- (n) boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and therefore not covered by this guarantee;
- (o) wear that may be directly associated with liquid or moisture damage from any source, or moisture penetration from any source into the Product. Surface checking (fine surface splits), gloss or colour variation between boards and natural features including veins, knots and insect trails are considered a natural part of hardwood flooring and are excluded from the Guarantee.

6. The Guarantee will be null and void where:

- (a) there has been, in the opinion of StoneFloor, a material change to the use of the premises within which the Product is used;
- (b) Product has been installed or used in an industrial setting or commercial setting other than those specified in the Appropriate Installation Settings section at the beginning of this document;
- (c) unusual man-made or natural disasters, including leaking or broken plumbing, fire, flood, earthquake or standing water occur during or after installation.

7. Subject to paragraph 9, the obligations assumed by StoneFloor pursuant to this document are its sole obligations under the Guarantee, as well as under claims in contract, tort (including negligence) or otherwise. Subject to paragraph 9, StoneFloor shall in no way be responsible for any incidental or consequential damage, whether or not such damage is caused by StoneFloor's negligence.

8. Subject to paragraph 9, StoneFloor hereby disclaims any other guarantee including any guarantee of merchantability or fitness of purpose.

CONSUMER LAWS

9. The terms and conditions of this document and the provision of any guarantee by StoneFloor are additional to and should not be taken as applying to exclude, restrict or modify in any manner whatsoever:

- (a) the rights and remedies conferred on consumers and others by the People's Republic of China laws that cannot be lawfully excluded, restricted or modified, including the Chinese Consumer Law;
- (b) the exercise of any such rights or remedies by consumers;
- (c) any mandatory condition or guarantee implied by any such law in favour of a consumer which cannot be excluded by a contract between the parties to the sale of goods or services.

HOW TO MAKE A CLAIM

10. If you wish to make a claim under the Guarantee, contact the Authorised Stockist the Product was purchased from. To be valid, claims must be made within 30 days of the defect or performance failure having been noticed. When you make any claim under the Guarantee it is essential that you provide a copy of your proof of purchase of the Product, for example, your receipt. A claim under the Guarantee is not formally made unless and until that proof of purchase is provided. You will not be able to gain the benefit of the Guarantee without making a valid claim.

Upon visiting an Authorised Stockist with a copy of your proof of purchase, the Authorised Stockist can arrange for an assessment of the Product at the location where the Product has been installed.



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Contact

- ▶ Email: sales@stone-floor.com
- ▶ Web: www.stone-floor.com



Website