



STONE FLOOR
SPC LAMINATE
FLOORING

WARRANTY LETTER

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THE SUBJECT AND THE WARRANTY PERIOD

- **Laminate SPC StoneFloor**
- **Residential use:** 15 years
- **Commercial use:** 5 years

This warranty letter certifies that during the stated warranty period laminate SPC floor, produced by StoneFloor Group Co., LTD, will have the following properties and characteristics:

- the boards will not be damaged and will not crack in the traditional household use;
- the top decorative coating layer during the warranty period will not wear out until white spots appear;
- the floor covering will not have manufacturing defects that will make it impossible to use the coating for its intended purpose;
- the covering will not change its color from humidity and features of the rough base;
- the surface of the coating will not form scuffs from the shoes. The exception is shoes with sharp heels;
- when re-ordering products, the buyer will receive a similar level of quality, size, color, design;
- the consumer is not limited in terms of warranty obligations of the Manufacturer's warranty after elimination of any defects found.

This warranty is not provided if

- Loss of gloss or build-up dulling film due to improper or lack of maintenance. Dulling over time can be restored using recommended floor polishes;
- Damage resulting from failure to follow care instructions (i.e. scuffs, scratches, cuts);
- Staining (i.e. tracked-in dyes from carpet, fertilizers);
- Severe accidents (i.e. burns, flooding, fires);
- Abuse (i.e. dragging heavy objects across the floor without proper protection);
- Fading or discoloration from heat or sunlight;
- Damage caused by vacuum cleaner beater bar, and cutting from sharp objects;



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- Damage caused by animals (domestic or other);
- Any damage caused to floors that were not graded as "Regular goods";
- Any damage caused by the floor being installed in a non-household or commercial environment;
- Damage arising from accidents, abuse, misuse, or the use of strong chemicals;
- Scratches, marks, stains and other damage caused by exposure to "abrasives" such as pebbles, grit, sand, high heeled shoes, furniture, vacuum cleaner beater bars, hard plastics, or metal caster wheel, etc;
- Indentations and damage to click joints or indentation due to heavy rolling loads;
- Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least 1/4" hard board) on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor;
- Damage caused by non-compliant casters on furniture. Barrel-type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair;
- Damage caused by hard narrow furniture rollers. They must be replaced with wide rubber rollers.

GENERAL CONDITIONS

- The basis for the presentation of warranty claims is a payment document.
- Warranty coverage applies only to the end user, and can not be transferred to others.
- The warranty is valid only in case, if all the Manufacturer's installation and maintenance recommendations are strictly complied.
- Responsibility for poor quality installation of the covering bear the relevant organizations. Installation works are not subject to warranty.
- This warranty does not cover labor costs when installation performed unprofessionally or installation is done with obvious visible disabilities.



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Website