

WARRANTY CARD



The 4-way warranty

- Abrasion resistance
- Lightfastness
- Stain resistance
- Splash-water protection

Relation to contractual and statutory claims for defects

With this guarantee, Kronoflooring GmbH, Mühlbacher Straße 1, 01561 Lampertswalde, Germany (hereinafter referred to as „Kronoflooring“) grants the original purchaser additional rights that exist in addition to the contractual and statutory claims for defects. No waivers, restrictions or other changes to the contractual and statutory claims for defects are attached to the following provisions. For the purposes of this warranty, the original purchaser is the person, who has purchased Organic Flex from a dealer as the original consumer.

Warranty conditions

This warranty shall apply to the use in private living area and in commercial areas for all floors, which have been properly laid in accordance with EN 13329 in rooms subject to normal wear and tear, but not in wet rooms, e.g. shower cabins or saunas, commercially used bathrooms, rooms with extraordinary chemical or mechanical contamination and, in particular not in areas that are not used as workshops. The warranty is non-transferable and is available only to the original purchaser.

Warranty period

The warranty period is 30 years for private residential use and 5 years for commercial use. The warranty period begins with the date on the original purchase receipt of the first purchaser. The warranty period is not extended or renewed by the warranty services.

Installation

It should be ensured that Organic Flex is laid in accordance with the installation instructions. The laying instructions can be found in each pack, while a detailed laying manual can be obtained at www.floor-installation.com.

Handling

The warranty is excluded, when no dirt-trapping mats are laid in the entrance area or when defects arise due to natural wear and tear, improper handling, installation, use or storage or when changes or repairs were carried out incorrectly or when original Kronoflooring accessories were not used during installation.

Abrasion resistance

A warranty claim exists if the decor layer consisting of at least one square centimeter in size is completely removed. Abrasion marks on the panel edges are excluded from the warranty.

Lightfastness

Organic Flex is lightfast: Color fastness of ≥ 4 on the gray scale according to EN 20105-A02 up to level 6 of the wool scale according to ISO 105-B02. Light fastness describes the color consistency of the surface during prolonged exposure. Thus, Organic Flex exhibits very good light fastness during prolonged exposure. However, it is not light-resistant.

Stain resistance

Organic Flex is resistant to substances causing stain, according to EN - 438 (e.g. hand cream, alcoholic beverages, natural fruit and vegetable drinks, fats, coffee, cola drinks, nail polish, 25% sodium hydroxide solution, 30% hydrogen peroxide solution). This warranty shall not apply if the surface comes into contact with corrosive solvents, such as acetone, sodium hydroxide and hydrogen peroxide solution. Contact with such substances must be avoided at all costs.

24-hour splash-water protection

The surface of Organic Flex has a 24-hour splash-water protection according to NALFA (North American Laminate Floor Association) and additional 100 h+ according to KRONOSPAN plant standard WN-101 (www.100hour-test.com). The water must be removed after 24 hours at the latest. The warranty does not apply to water damage that goes beyond normal use, especially flood water or stagnant water. The warranty does not apply in case of moisture penetrating the floor from below.

Assertion of a warranty claim

Each complaint shall be made in writing and accompanied by the original purchase receipt. The warranty claim must be made within 30 days after the defect becomes apparent. Before accepting the complaint, we reserve the right to inspect it on site or to have it checked by third parties.

Always safe with our
Organic Flex 4-way warranty

4x
warranty

Warranty services

Kronoflooring can provide the warranty service to the original purchaser in cash or by replacement services at his / her own discretion. A warranty in cash is based exclusively on the fair value of the goods. The fair value is determined taking into account the age of the „BinylPro“ compared to the warranty period. The fair value of Organic Flex is reduced annually by 1/30 based on the new net value of the goods in private residential areas. The fair value of Organic Flex is reduced annually by 1/5 based on the net new value of the goods in commercial areas. In the event of a warranty service in the form of a replacement, the replacement goods for the defective panels will be delivered to the original point of sale free of charge for the original purchaser. No further claims for warranty services exist in this respect. In particular, the warranty claims do not include any costs for dismantling and assembly, as well as for travel, storage and transport costs. If Organic Flex is not available in the desired decor any more, the selection is made from the current range.

Applicable law and place of jurisdiction

The German law shall apply to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). If the original purchaser is an entrepreneur, the exclusive place of jurisdiction for all disputes under this warranty is the registered office of Kronoflooring; in this case, Kronoflooring shall also be entitled to lodge claims with the registered office of the original purchaser and with any other permitted place of jurisdiction.