RIGID CORE VINYL FLOORING WARRANTY CONDITIONS

1. Warranty duration

Profile VOX Sp. z o.o. sp. k. warrant that Rigio Floors products will be free from defects in materials and workmanship from the date of purchase for the duration set forth below. The duration of the warranty is:

— 20 years in Residential and Commercial use for the Rigio collection

2. Warranty remedy

Taking the obsolescence of the product into account, compensation will be offered at a flat rate proportional to the time elapsed and will only relate to the initial value of the floorcovering in order to arrive at zero at the end of the warranty period.

Residential and Commercial use				
1st & 2nd year: 100 %	5th & 6th year: 80 %	9th & 10th year: 60 %	13th & 14th year: 40 %	17th & 18th year: 20 %
3rd & 4th year: 90 %	7th & 8th year: 70 %	11th & 12th year: 50 %	15th & 16th year: 30 %	19th & 20st year: 10 %

3. Warranty conditions

3.1. Usage must correspond to the definitions according to the CE category of usage (ISO 10874).

3.2. This warranty is only valid on indoor installations of Rigio Floors and the matching accessories.

3.3. The Rigio Floors must be installed in accordance with the Rigio Floors installation instructions, using the proper accessories, and in accordance with the relevant country stan-dard for resilient floorcovering installation.
The customer/ installer must be able to provide proof of compliance with the manufacturer's installation & maintenance instructions and the relevant country standard for installation. These instructions are located at the back of the card-board packaging or on/in each individual accessory packing. If the instructions cannot be found, they should be requested from the manufacturer, distributor/retailer or they can be viewed and downloaded at www.vox.pl . The customer/ installer must be able to provide proof that only the recommended accessories were used to install the Rigio Floors. If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions must be provided to the end-user by the retailer/installer.

4. What is not covered by this warranty

4.1. Damage/discolouration caused during transportation that is not reported at the time of delivery.

4.2. Damage caused during storage, handling or other treatment before installation.

4.3. Damage due to use of the floor in an outside/external location.

4.4. Improper installation: material that is not installed in accordance with the Rigio Floors nstallation and maintenance nstructions, including any and all problems caused by the use of non- recommended adhesives, underlayment and/or preparation of the subfloor, any installation practice or method outside of those prescribed in the country standard for the installation of resilient floorcoverings, are not warranted.

4.5. Damage caused by the presence of damp in the underlying surface. Also odour issues or mould growth under the Rigio Floors caused by exposure to wet conditions.

4.6. Damage on Rigion Floors caused by the exposure to extreme temperature variations.

4.7. Rigio Floors are not suitable for areas exposed to regular and extreme temperature variation or in areas where the climatic conditions suffer rapid temperature fluctuations e.g. colder night temperature and high daytime temperatures with direct sunlight. Temperature fluctuations must be within the 6°C to 60°C range and evenly spread over the entire floor (local hot spots are not allowed).

4.8. Damage on Rigio Floors, in applications, caused by the intensive use of heavy rolling loads.

4.9. Damage on Rigio Floors or indentation marks, in applications, caused by moving appliances or heavy loads without protecting the floor (always protect the floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four wheel carts etc.).

4.10. Labour costs to repair or replace material with visible conditions that were apparent before installation.

4.11. Improper maintenance that results in the loss of gloss or the build-up of a blurred layer over the surface. This includes damage caused by steam mops.

4.12. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.

4.13. Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: casters on furniture, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as damage resulting from unprotected furniture legs.

4.14. Damage caused by appliance or plumbing leaks, or steam mops.

4.15. Fading or discolouration due to excessive sunlight.

4.16. Discolouration caused by the use of latex or rubber-backed floor mats and rugs. Note that some synthetic backed rugs contain latex in the manufacturing process that may discolour your floor and leave stains.

4.17. Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering.

4.18. Discolouration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, rubber shoesoles, automotive tires, etc.

4.19. Damage caused by remodel or construction-related activities. Version 02/2020. Please check with the local sales person for the latest version

4.20. Any unreasonable expectation, not in line with the specifications as defined in the International Standard ISO 10582.

4.21. IN NO EVENT SHALL PROFILE VOX BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE - INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE— ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. By implied warranties we mean warranties that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

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