

# WARRANTY CARD



## The quadruple warranty

- Abrasion resistance
- Lightfastness
- Stain resistance
- Moisture protection

### How this fits in with contractual and legal defect claims

Under this warranty, Kronoflooring GmbH (hereinafter „Kronoflooring“) is granting the initial purchaser additional rights that exist alongside the contractual and legal defect claims. No waiver, limitation or other modification of the contractual and legal defect claims shall be linked to the provisions set out below; such defect claims shall continue to exist unpaid. The original purchaser in terms of this warranty is the person who has purchased the laminate flooring with MO.RE! technology from a distributor as the first user.

### Warranty conditions

This warranty policy shall apply to all products designated as laminate flooring with MO.RE! technology according to the information on the product packaging, product sheet or product information (hereinafter, the laminate flooring with MO.RE! technology). This warranty shall only apply **in the private living areas** and only if the laminate flooring with MO.RE! technology has been properly installed according to EN 13329 in rooms subject to normal wear and tear, but not in damp rooms, such as shower booths or saunas, commercially used bathrooms, rooms with extraordinary chemical or mechanical contamination and, in particular, not in the areas that are used as workshops. The warranty is non-transferable; only the original purchaser is entitled to it.

### Warranty period

The warranty period refers to the laminate flooring with MO.RE! technology and is indicated on the product packaging. The warranty period shall start on the date stated on the original purchaser's original proof of purchase. The warranty period is neither extended nor renewed by any services provided under warranty.

### Laying

The laminate flooring with MO.RE! technology must have been laid in accordance with the laying manual. The laying instructions can be found in each pack, while a detailed laying manual can be obtained at [www.laminat-installation.com](http://www.laminat-installation.com).

### Handling

The warranty excludes cases when no dirt trapping mats are laid in the entrance area or when defects arise due to natural wear and tear, improper handling, laying, use or storage or improperly executed alterations or repairs or when original Kronoflooring accessories were not used when laying the flooring.

### Abrasion resistance

A warranty claim exists if the decorative layer is fully removed in an area of at least one square centimeter in size. Abrasion marks on the panel edges are excluded from the warranty.

### Lightfastness

The laminate flooring with MO.RE! technology is lightfast according to level 6 on the Blue Wool Scale (a method for calculating lightfastness): Lightfastness (under DIN EN 438) describes the consistency of the surface under longer exposure to light. Under this standard, the laminate flooring with MO.RE! technology exhibits excellent lightfastness under longer light exposure.

### Stain resistance

The laminate flooring with MO.RE! technology is resistant to common household chemicals (e.g., acetone, hand-cream, alcoholic drinks, natural fruit and vegetable drinks, greases, coffee, cola drinks, nail polish).

### Moisture protection

The surface of the laminate flooring with MO.RE! technology has 48-hour splash protection according to KRONOSPAN factory standard WN-103 ([www.floor-with-more.com](http://www.floor-with-more.com)). The water must be removed immediately. The warranty does not apply to damage caused by water, which goes beyond the normal use, specifically due to flood or standing water. The warranty does not apply in case of moisture penetrating the floor from below.

### Warranty claim assertion procedure

All complaints must be made in writing with the fully-completed warranty card and the original receipt. The warranty claim must be made within 30 days after the defect becomes apparent. Before recognizing the complaint, we reserve the right to inspect the complaint on-site or to have it inspected by a third-party.

### Services under warranty

Kronoflooring may provide the services under warranty in respect of the original purchaser either in the form of a cash payment or by making a replacement, at Kronoflooring's own discretion. Where the warranty service is provided in the form of a cash payment, this shall be based exclusively on the current market value of the goods. The current market value is determined in accordance with the warranty period, such as the compensation for laminate flooring for the use class 32 in private use reduces annually by 1/20, starting from the as-new value of the goods. In the event of a warranty service provided in the form of a replacement, the original purchaser shall be supplied with replacement goods in exchange for the defective panels free of charge at the original point of sale. Further claims for warranty services do not apply. In particular, warranty claims do not cover the removal, fitting, travel, storage or transport costs. If the laminate flooring with MO.RE! technology can no longer be supplied in the preferred decoration, the choice is made from the current product range.

### Applicable law

German law shall apply, to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG).

We are there for you  
4x – the MO.RE!  
quadruple warranty

**4x**  
warranty

Please fill in:

Name:

Street:

ZIP code/  
location:

Phone:  Fax:

Email:

Laying in what rooms?

- Bedroom  Dining room
- Children's bedroom  Hobby room
- Living room  Other:
- Kitchen
- Hallway
- Private bathroom







Décor?

Décor type:

Décor No.:

Quantity:

What is the use class of the decor?

-  Living areas subject to little use
-  Living areas subject to medium use
-  Living areas subject to heavy use
-  Commercial areas subject to little use
-  Commercial areas subject to medium use
-  Commercial areas subject to heavy use