SPC vinyl flooring

WARRANTY

§1. Warranty Period

1. Profile VOX guarantees that Vilo SPC vinyl flooring products will be free from defects in material and manufacturing defects for a period of 20 years from the date of purchase.

§ 2. Warranty Coverage

1. Considering the product's aging, warranty coverage is determined according to a fixed rate, proportional to the passage of time, based solely on the initial value of the flooring. At the end of the Warranty period, the coverage value decreases to zero.
2. Usage in premises.

1st and 3rd year: 100%	6th and 7th year: 80%	10th and 11th year: 50%	14th and 15th year: 20%	19th-20th year: 5%
4th and 5th year: 90%	8th and 9th year: 60%	12th and 13th year: 40%	16th-18th year: 10%	

§ 3. Warranty Conditions

1. The product must be used in accordance with the CE application category definitions (ISO 10874).
2. This warranty is valid only for SPC vinyl flooring installed indoors, using appropriate accessories.
3. SPC vinyl flooring must be installed according to the installation instructions and applicable national standards for flexible flooring. The customer/installer must be able to demonstrate that the installation was carried out according to the manufacturer's installation and maintenance instructions and the applicable national standard. These instructions are located on the back of the carton (packaging) and/or on the packaging of individual accessories. If the instructions are missing, the customer should contact the manufacturer, distributor/retailer, or read the instructions online or download them from www.vilohome.com. The customer/installer must be able to demonstrate that only the recommended accessories for SPC vinyl flooring were used during the installation of SPC vinyl flooring. If installation is not carried out by the end-user, the retailer/installer must provide the end-user with at least one copy of the installation and maintenance instructions, as well as the warranty conditions.

§ 4. Exclusions from Warranty

1. Damage/discoloration caused during transport that was not reported upon delivery.
2. Damage caused during storage, handling, or other activities before installation.
3. Damage caused by using the flooring in outdoor environments.
4. Improper installation: the warranty does not cover products that were not installed according to the Vilo SPC vinyl flooring installation and maintenance instructions, including issues resulting from the use of non-recommended adhesives, underlayments, and/or improper subfloor preparation, as well as any installation methods beyond the scope of the national standard for flexible flooring installation.
5. Damage caused by moisture in the subfloor, as well as issues related to unpleasant odors or mold development under Vilo SPC vinyl flooring caused by moisture.
6. Damage to Vilo SPC vinyl flooring caused by exposure to extreme temperature fluctuations.

7. Vilo SPC vinyl flooring is not intended for areas exposed to regular and extreme temperature fluctuations, nor for areas with climate conditions characterized by rapid temperature changes, such as low temperatures at night and high temperatures during the day caused by direct sunlight. Temperature fluctuations must be within the range of 6°C to 60°C and must be evenly distributed across the entire floor surface (localized heating is not allowed).
8. Operational damage to Vilo SPC vinyl flooring caused by intensive use of heavy rolling loads.
9. Damage to Vilo SPC vinyl flooring or operational indentation marks caused by moving furniture or heavy loads without protecting the floor (when moving heavy items, as well as when using trolleys for transporting large objects, heavy equipment with wheels or rollers, and two- or four-wheeled carts, the floor should always be protected with plywood or a hard board).
10. Labor costs associated with repairing or replacing materials with damage that was visible before installation.
11. Improper maintenance causing loss of gloss or the build-up of a dull layer on the surface. This also includes damage caused by steam mopping.
12. Damage resulting from negligence or improper use of strong detergents, chemicals, corrosive substances, including but not limited to stains made by paint, dyes, mats, artificial fertilizers, or other similar materials.
13. Damage resulting from accidents, acts of God, misuse, or improper use (including damage caused by pets, such as chewing, digging, scratching, etc.). Accidents, misuse, and improper use include, without limitation, damage caused by furniture casters, cuts, impacts from heavy and sharp objects, narrow heels/stilettos, sports shoes with cleats, as well as damage caused by unprotected furniture legs.
14. Damage caused by plumbing leaks or by steam mops.
15. Fading or discoloration caused by excessive sunlight exposure.
16. Discoloration caused by the use of latex or rubber-backed mats and rugs. It is important to note that some rugs with synthetic backing contain latex used in the manufacturing process, which can cause floor discoloration and leave stains.
17. Minor variations in color, shape, or texture between samples or illustrations in brochures and the actual flooring.
18. Discoloration caused by rubber pads, wheels, tires, rollers, shoe soles, car tires, etc.
19. Damage caused by construction or renovation work.
20. Any unreasonable expectations inconsistent with the specifications outlined in the ISO 10582 international standard.
21. PROFILE VOX SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE UNDER ANY CIRCUMSTANCES. ALL IMPLIED WARRANTIES THAT MAY IMPLICITLY ARISE FROM STATUTE, THE TRANSACTION, OR TRADE PRACTICE, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, BEYOND THE EXPRESS TERMS OF THIS WARRANTY ARE MADE, AND SUCH WARRANTIES ARE HEREBY EXCLUDED. Implied warranties are those that, by law, are presumed to be granted by the seller, even if they are not specified in writing. NOTE: in some countries, laws do not allow the exclusion or limitation of liability for incidental or consequential damage, nor the limitation of the duration of implied warranties. In such cases, the above limitation or exclusion does not apply.