



# Stair nose warranty

Residential use

The following warranty covers products used in dry interiors at a structural level and for a period of 2 years. It also stipulates the obligations of the manufacturer.

The manufacturer guarantees original final consumers that:

- The melamine layer will not wear or tear.
- The floor design will not fade from sunlight or artificial light.
- The floor will not stain in the event of accidental spillage of normal domestic consumer products, such as food and beverages.
- The products will not have manufacturing defects.
- The products will withstand damage caused by normal domestic water spillages, if the appropriate cleaning and maintenance instructions are respected, and the flooring has been laid in accordance to the indications given in the section "Kitchens, bathrooms, laundry rooms and other areas susceptible to moisture".

Should the products fail to comply with the above mentioned, then the manufacturer compromises to replace those defective stair nosings in their original design or its equivalent when a new range of colours has been brought out, installation and workmanship costs excluded.

To benefit from the conditions of the warranty, the original end consumer must notify the manufacturer or authorised dealer of any defects within a period of maximum 30 days from discovery of the defect, and within the validity period of the warranty. This warranty is not transferable and only valid for the original end consumer.

This warranty does not cover wear and tear, or damage caused by improper installation or cleaning and maintenance, contrary to the instructions given on the instruction sheet included in the boxes and extended on [www.faus.international](http://www.faus.international).

This warranty does not cover damages caused by any of the following eventualities:

- Accidents, abuse or misuse.
- Exposure to extremes of heat and cold.
- Improper installation.
- Improper maintenance or permanent contact with extreme dampness.
- Transport damages caused by third parties.
- Modifications, alterations, repairs or services carried out by unauthorized FAUS® dealers.
- Wear and tear caused by force majeure.
- Abnormal wear and tear, such as damage caused from spike heel shoes, insufficient protection from furniture, pebbles, sand and other abrasives.
- Water damage caused by excessively damp concrete, hydrostatic pressure, flooding from ice machines, refrigerators, sinks, dishwashers or pipes.

Nor does it cover problems caused by manufacturing defects not identified prior to the installation. The warranty only applies to visible damaged areas of FAUS® stair nosings and to those that affect a surface superior to one square millimetre.

To benefit from the warranty, installation must have been carried out according to our installation instructions, reflected on the instruction sheet included in the boxes and extended on [www.faus.international](http://www.faus.international).

No claims will be accepted without proof of purchase, the original end consumer must send a valid invoice or other document proving the purchase.

The original end consumer must give or send to the FAUS authorised® dealer, a written and detailed description of the problem, together with a photograph clearly indicating the problem covered by the warranty:

FAUS INTERNATIONAL FLOORING, S.L.  
C/ Jovada nº14  
46727 Real de Gandía  
(Valencia) España

The manufacturer authorises no person to assume any obligation or responsibility in its name in relation to this product. This warranty gives the consumer specific legal rights. Other rights may apply, it varies from country to country. For all disputes and legal actions potentially arising from this warranty, the original end consumer shall renounce any other jurisdiction and accept the arbitration of the E-46700 Courts in Gandía. Should claims filed under this warranty be rejected, all related legal expenses and costs shall be paid for by the original end consumer.



## Warranty Conditions

The following warranty covers products used in dry interiors for a period of 2 years. Subject of this Warranty are products manufactured exclusively by FAUS International Flooring S.L.U. (from now on FAUS), whose labelling is specifically identified with the warranty seal offered by the manufacturer (FAUS), hereinafter "the product", issuing the present warranty in the following terms:

1. The product is guaranteed by FAUS, in case it's used in accordance to for what it has been produced for and during the years, starting from the date of purchase (from now on "warranty period").
2. For the application of this warranty, it must be taken into consideration that the product is subject to an annual depreciation. Therefore, in case of application of this warranty, the value of the product will be calculated by applying a depreciation of 1/5 of the value of the installed product in the corresponding time, taking as reference the date of purchase as the beginning of the depreciation of the product and the date of the claim as final reckoning.
3. This warranty only applies to those defective products originated during the production process, meaning, not those defects caused due or during transport, handling, preconditioning or installation of the product.
4. Before the installation of the products, these must be carefully inspected to detect any visible damage or defect (colour changes, difference in brightness, lack of paper, etc...), as when installing these parts, warranty will not cover. This warranty will expire 30 days after the purchase of the products, visible defect must be identified within this period.
5. Installation, cleaning, care and maintenance instructions should be read carefully, being necessary to prove the correct follow-up so that the warranty can be applied. You can find the instructions included in the packages and if not, the establishment where you purchased the product can provide a free copy or you can also visit [www.faus.international](http://www.faus.international). If you have any further enquiry regarding the installation or maintenance of the product, please contact your supplier.
6. To make this warranty effective, you must contact the supplier within the first 30 days after discovering the defect, presenting the proof of purchase and before the warranty period has expired. This warranty only applies to the first buyer and in no case, will it be transferable to third parties.
7. FAUS reserves the right to examine the products or installation subject of the claim and in any case, collect or request all information regarding the product, installation, maintenance and use of the product necessary for the correct evaluation of the claim.
8. The warranty does not cover any additional cost regarding the referenced purchase value, in terms of installation, replacement and/or removal costs of the product, additional materials required or penalties (as, for example, due to delays in completion of works, etc...).
9. FAUS will not be responsible to the client, nor to a third party for any accidental or consequential damaged produced by non-compliance of the established within this warranty.
10. The replaced product will be guaranteed during the time remaining from the day that the claim was filed by the client until the end of the corresponding warranty period, calculated from the date of acquisition of the product to the date of which the claim was made.
11. The warranty does not cover dents, scratches, damage caused by natural agents (water, erosion, insects, etc...), damage produced by alteration of the product or any damage caused by negligence. This warranty will also not apply when instructions for installation and/or if maintenance of the products have not been respected, if the products have not been used for the purpose for which they were manufactured, the correct use of the products have not been respected, if the customer has tried to eliminate the defects on their own or with the help of third parties or if there is no written communication to the purchase establishing the reason for the claim with attachment of the invoice.
12. For the application of this warranty, damages on the products must be visible from a distance of at least 1,50 m. For lower values, deterioration of the product will not be considered within the warranty conditions.
13. The responsibility of FAUS limits to the restitution of the damaged product by the same or similar design and characteristics. If not available, it will be replaced by any other chosen by the customer and with equal value, calculated in accordance to clause 2 of this contract. FAUS does not authorize any client or third party to establish any obligation or additional responsibility for FAUS regarding the product.
14. Defects not attributed to the manufacturer, such as scratches, bum`s, indirect damage, defects caused by humidity, improper use or improper maintenance and/or decolouration due to the passage of time, may not be covered by the warranty.