

Laminate Flooring Warranty

1. PURPOSE AND SCOPE

Faus International Flooring SL (hereinafter, FAUS) warrants AC5- and AC6-class laminate flooring manufactured and marketed under its brand, subject to the conditions set out in this document.

This warranty applies to products installed in:

- Dry indoor residential areas, kitchens and bathrooms.
- Indoor installations according to the intended-use category stated for each product (AC5: general commercial use; AC6: heavy commercial use).

2. STATUTORY GUARANTEE OF CONFORMITY

This commercial warranty is without prejudice to the consumer's rights under applicable legislation governing the statutory guarantee of conformity. During the first three (3) years following delivery of the product, FAUS will act in accordance with the applicable consumer and user protection regulations, and the limitations specific to the extended commercial warranty will not apply.

3. FAUS COMMERCIAL WARRANTY

Once the statutory guarantee period has ended, FAUS provides an additional commercial warranty, the specific terms of which depend on the product's AC class, intended-use category and installation conditions.

A. AC5 PRODUCTS

- Authorised use: residential interiors and general commercial use.
- Commercial warranty term:
 - Dry indoor residential use: lifetime (understood as a maximum of 50 years from the date of purchase).
 - General commercial use: 5 years
 - Kitchens and bathrooms: 5 years

B. AC6 PRODUCTS

- Authorised use: general residential interiors and heavy commercial use.
 - Dry indoor residential use: lifetime (equivalent to 50 years from the date of purchase)
 - Heavy commercial use: 5 years
 - Kitchens and bathrooms: 5 years

Bathrooms means dry areas of the bathroom; it excludes shower areas, the inside of shower trays and areas directly and permanently exposed to water.

4. WARRANTED PERFORMANCE

During the applicable warranty period, the manufacturer warrants that, under normal conditions of installation, use and maintenance, the product:

- Is free from manufacturing defects.
- Maintains surface-wear resistance in accordance with its AC classification.
- Shows reasonable colour stability under natural and artificial light, within the material's normal variation limits.
- Resists staining caused by common household spills, provided it is cleaned in accordance with the manufacturer's instructions.
- Performs adequately when exposed to occasional moisture and accidental spills, provided they are cleaned up immediately and the manufacturer's installation, use and maintenance conditions are observed.

5. GENERAL CONDITIONS OF APPLICATION

51 Installation and use

The warranty is valid provided that:

- The product is installed in accordance with the manufacturer's instructions.
- The product is used in accordance with its intended-use category.
- The product is correctly maintained and cleaned.

52 Underlay (technical layer)

For the purposes of this warranty, underlay means the technical layer placed between the subfloor and the laminate flooring to improve the product's stability, comfort and performance.

The use of underlay meeting the manufacturer's technical specifications is mandatory for all residential and commercial flooring installations.

The underlay must have the following properties: a maximum thickness of 3 mm and CC (compressive creep) ≥ 60 kPa, in accordance with EN 3386-1.

If an underlay without a vapour barrier is selected, a separate vapour barrier must be installed in addition to the underlay. A 0.2 mm-thick film must be used, with 20 cm overlaps sealed with adhesive tape and turned up the wall by 6 cm.

Failure to meet these specifications may result in loss of coverage under the commercial warranty, as it will be deemed a failure to comply with the installation instructions.

6. GENERAL EXCLUSIONS

The warranty does not cover:

- Visible and apparent defects that could reasonably have been detected before installation and were not reported.
- Incorrect installation resulting from failure to comply fully with the manufacturer's installation instructions (detailed on the FAUS website).
- Misuse or use outside the intended scope.
- Normal wear and tear.
- Accidental damage, force majeure or external agents.
- Damage caused by environmental conditions outside the ranges recommended by the manufacturer (relative humidity from 40% to 75%; ambient temperature from 10°C to 30°C).
- Damage caused by flooding from household appliances; continuous seepage from leaks in heating systems; structural damp caused by seepage through façades and/or windows; persistent condensation; permanent exposure to water in showers; contact with outdoor conditions; etc.
- Alteration, removal or reinstallation of previously installed flooring.

7. SCOPE OF THE COMMERCIAL WARRANTY

During the extended commercial warranty period (after the statutory guarantee period), coverage is limited exclusively to the supply of defective material and excludes costs arising from removal, dismantling, reinstallation, labour, travel and any other associated expenses.

8. DEPRECIATION (COMMERCIAL WARRANTY)

During the extended commercial warranty period, the value of replacement material will be subject to straight-line depreciation calculated from the end of the statutory guarantee period (3 years). The depreciation system is intended to reflect the product's actual use over time.

The following depreciation applies:

- Residential use: annual straight-line depreciation in proportion to the total term of the commercial warranty applicable to the product.
 - Commercial use and kitchens/bathrooms: annual straight-line depreciation in proportion to the total term of the commercial warranty applicable to the product.
- No depreciation applies during the statutory guarantee of conformity period.

Compensation under the commercial warranty may under no circumstances exceed the original value of the material supplied. Important: depreciation is applied to the originally invoiced value of the material.

9. CLAIM PROCEDURE

Under the extended commercial warranty, a claim must be reported within no more than thirty (30) days after the defect is discovered and always within the applicable warranty period.

The claim must be submitted through the establishment where the product was purchased. That establishment will explain the procedure, the documents to provide and the response times.

The following information must be provided to ensure the claim is processed correctly:

- Proof of purchase (receipt/invoice).
- Detailed information on the installation, use and maintenance carried out.
- A detailed description of the defect.
- Photographs and/or graphic documentation of the defect and any details of the overall installation that the manufacturer considers appropriate for its initial assessment.
- The product batch number (shown on the reverse of the planks).
- Physical product samples for laboratory testing, if requested by the manufacturer.

FAUS reserves the right to inspect the product and installation, either by remote video assessment or in person.

The warranty does not apply where a technical inspection of the installation is impossible for reasons beyond the manufacturer's control (including refusal by the owner that prevents technical assessment of the defect, or removal of the flooring before the visit).

10. REMEDY IN THE EVENT OF A DEFECT

FAUS's liability is limited to the value of the product under the extended commercial warranty (after the statutory guarantee). Installation, removal and other costs arising from application of the warranty are excluded. During the statutory guarantee period, costs will be borne in accordance with applicable legislation.

11. GEOGRAPHICAL SCOPE

This commercial warranty applies to installed FAUS products, provided that they were marketed through one of its authorised customers.

12. LIABILITY

To the extent permitted by applicable law, FAUS will not be liable for indirect or consequential damage.

13. GOVERNING LAW

This warranty is governed by Spanish law, without prejudice to any consumer-protection rights granted by the laws of the country in which the product is installed.