

Commercial Warranty Conditions

POLYSTYRENE MOULDINGS

The object of this warranty is exclusively the product distributed solely by FAUS INTERNATIONAL FLOORING, S.L. (hereinafter, FAUS), whose labeling expressly identifies the warranty seal offered by FAUS (hereinafter, the product). This warranty is issued under the following terms:

- 1) FAUS guarantees the product to the customer, provided it is used in accordance with the purposes for which it was designed and as indicated by the manufacturer, for a period of 5 YEARS from the date of purchase (hereinafter, the warranty period).
- 2) For the application of this warranty, it must be taken into account that the product is subject to annual depreciation. Therefore, in the event of applying this warranty, the value of the product shall be calculated by applying a depreciation of 1/5 of the value of the installed product for the corresponding time period, taking the purchase date as the start of depreciation and the claim date as the end of the depreciation calculation.
- 3) This warranty shall only apply to product defects originating in the manufacturing process, that is, not caused during or as a result of transportation, handling, prior conditioning, or installation of the product.
- 4) Before installing the product, it must be carefully inspected to detect any visible damage or defect (color changes, gloss differences, missing paper, etc.), as the installation of such pieces will not be covered by this warranty. This warranty shall expire 30 days after the purchase date for defects visible to the naked eye.
- 5) To make this warranty effective, the supplier must be contacted within 30 days of becoming aware of the defect and, in any case, upon presentation of the purchase invoice before the warranty period has ended. This warranty applies only to the original purchaser and is not transferable to third parties under any circumstances.
- 6) FAUS reserves the right to inspect the product and/or the installation subject to the claim and, in any case, to collect or request all information related to the product, installation, maintenance, and use necessary for proper evaluation of the claim.
- 7) This warranty does not cover any additional costs beyond the referenced purchase value, including installation costs, replacement and/or removal expenses, removal of the product, additional materials required, or penalties (e.g., delays in project completion, etc.). In the case of hidden defects, the cost of removal and replacement of the material shall be borne by the purchaser. If the product was originally installed by a professional, FAUS will cover labor costs within reasonable limits. A hidden defect is understood to be one that was not visible before or during installation.
- 8) FAUS shall not be liable, either to the customer or to third parties, for any incidental or consequential damages resulting from non-compliance with the provisions of this warranty.
- 9) The replaced product shall be warranted for the remaining time from the date the customer's claim was made until the end of the applicable warranty period, calculated from the original purchase date of the product for which the claim was submitted.
- 10) This warranty does not cover:
 - Dents, scratches, and damage caused by natural agents (water, erosion, insects, etc.).
 - Damage caused by improper use or handling.
 - Exposure to high temperatures (>60°C).
 - Use of chemical or cleaning products containing aggressive agents or solvents.
 - Damage resulting from alterations made to the product, or damage caused by negligence.
 - Damage due to failure to follow installation/maintenance instructions or manufacturer recommendations.
 - Deterioration caused while attempting to correct product defects.
 - Repairs or modifications not authorized by the manufacturer.
- 11) For this warranty to be applicable, the damage must be visible from a minimum distance of 1.50 m. At shorter distances, the product shall not be considered damaged under the warranty conditions.
- 12) FAUS's liability is limited to replacing the damaged product with another of the same design and characteristics, or, if unavailable, with any other product chosen by the customer of equal value, calculated in accordance with clause 2 of this contract. FAUS does not authorize any customer or third party to establish any additional obligation or liability for FAUS with respect to the product.
- 13) Defects not attributable to the manufacturer—such as scratches, impacts, indirect damage, defects due to humidity, improper use or incorrect maintenance, or any discoloration over time—shall not be covered by the warranty.

In the event of a claim, please complete the following form and attach it to the product purchase invoice (duly stamped by the distributor) when submitting your claim:

Buyer Information:

First and Last Name:

Address:

Telephone:

Town:

Postal Code:

Purchase Date:

City:

Country:

Date and Signature:

Distributor Information:

Name of the distributor where the purchase was made:

Address:

Contact fax or email:

Town:

Postal Code:

City:

Country: