



CERTIFICATE GUARANTEE

TARKETT VINYL FLOOR

For all collections having TARKETT brand Certificate Guarantee is valid up to 15 years. Each Certificate Guarantee is considered individually.

Certificate Guarantee issued by TARKETT® covers the following:

“Visible defects, indicated to Tarkett® or to the retailer prior to laying, such as: appearance defects, structural defects, indelible stains, backing defects, except predicted labels. Manufacturing defects, indicated to Tarkett® or to the retailer during the period of guarantee, causing abnormal change after a certain period of time: such as earlier wear (the drawing clearance is disappearing)”.

Validity period:

The period of guarantee varies depending on the product's quality, profile and way of application recommended by TARKETT® company.

The guarantee begins from the date of purchase of the floor covering by the customer, stipulated on an invoice made out by the retailer, also clearly mentioning the reference and the grade of the concerned flooring product.

Conditions of the guarantee application:

The guarantee covers only the first choice products, installed by the professional flooring installers certified for that kind of construction work (flooring product installation) used strictly according to and in compliance with the specification applied, as well as with the request specified by the company TARKETT® (there are special laying instructions, including those flooring products intended for residential areas). Immediately after observation of the defect, the representative of the company TARKETT® or the retailer where the product is purchased, shall be informed of the defect in writing. The defect shall be acknowledged after examination of the floor covering by a TARKETT® representative or a duly qualified authorized agent. The company TARKETT® reserves the right to require a sampling with the defect observed in order to analyse it in their laboratories.



The following is excluded from the TARKETT® guarantee: products sold in a quality other than first choice; defects caused by failure to install in accordance with the laying instructions mentioned on the inlay of the package or specified by the manufacturer; products which are not intended for residential areas or unsuitably stored; products damaged during transportation outside responsibility of the company TARKETT® or in any other way outside responsibility of the company TARKETT®; products damaged with visible defects during the process of installation; products having been improperly maintained, in a way not complying with the maintenance instructions and specifications made by the company; products whose deterioration, leading to their replacement, is due to their laying on an uneven subfloor; variation in colour, gloss and embossing structure between the products sold and advertising materials or pictures of samples or, in case of purchasing contracts, variation in finished products, including colour change between different production batches; damages caused by stains, urns, cuts, grooves, friction, accidental indentations, the surface colour fading due to the subfloor impact, yellowing due to an external product (asphalt, tar etc); defects and damages caused by high heeled shoes or not protected legs of chairs and tables with pads; defects and damages caused by circumstances outside control of TARKETT®; fading or damages caused by outside sources, including water leaks, flooding, heat and very strong sunlight; on all products not having protective layer EXTREME PROTECTION, colouring marks may occur caused by furniture legs having rubber pads often leaving indelible marks (the only protection is to use hard protection pads on the furniture legs); colouring caused by the legs of waxed pieces of furniture likely to live indelible marks (in that case the only protection of those parts of floor is by putting felt pads).

Conditions of compensation:

Compensation shall be granted for any defect observed on a product covered by the TARKETT® guarantee and confirming to the criteria of cover and application. Such compensation covers the purchase price of the floor covering (excluding the taking up cost, the installation /dismantling costs, partitions, furniture etc..., as well as the cost of laying and accessories used for laying. It is calculated and broken down as follows:

the guarantee of TARKETT® during 15 years from the date of purchase covers the observed defects as follows: < 2 years 100 %, < 4 years 80 %, < 6 years 60 %, < 10 years 50 %, < 15 years 25 % ; during 8 years from the date of purchase : < 2 years 100 %, < 4 years 75 %, < 6 years 50 %, < 8 years 25 %.

