



WARRANTY OF ZIP LLC ON VENEER FLOORING VENIFLOOR

1. Subject of the warranty:

- 1.1. ZIP LLC with headquarters in Poland, 34-200 Sucha Beskidzka, ul. Zamkowa 34 a producer of veneer floors gives a quality guarantee for a Venifloor product purchased in accordance with its intended purpose, with the *Instruction of montage*, *Terms of Use* and a *Warranty Card*, which should be completed by the Seller and delivered together with the Buyer's product.
- 1.2 Due to the guarantee granted, the Guarantor's liability covers physical defects resulting from possible imperfections of the sales subject.
- 1.3 The warranty is valid on the territory of the Republic of Poland. To extend the guarantee to other countries, a written confirmation by the Guarantor is required.
- 1.4. To take advantage of the warranty entitles you to fulfill the conditions set out in this document by the Buyer.
- 1.5. The purchaser entitled and benefiting from the guarantee declares that he has read the conditions presented in this document and accepts them contents.
- 1.6. The manufacturer recommends that the Product be installed by qualified assemblers with appropriate knowledge and equipment for this purpose. This condition is not necessary to use the rights of the warranty, while it minimizes the risk of undesired situations, such as damage to the purchased product.

2. Subject of the guarantee:

2.1 The warranty covers veneer floors from the date of purchase as follows:

- 15 years for Venifloor products in the finish with UV varnish + CORUNDUM (for residential use),
- 5 years for Venifloor products with oil-wax finish + brush (for residential use),
- 5 years for Venifloor products marked as sale,
- 2 years for Venifloor products installed in public facilities.

The use of Venifloor floors in wet and wet areas, such as bathrooms, results in expiration of warranty protection.

2.2. The Manufacturer confirms that its Products meet all the requirements of technical standards for floorings veneered with veneer and wood-based panels and are suitable for use in accordance with their intended use.

2.3 The warranty covers:

- Durability of individual components of the floor elements.
- Durability of the floor covering, taking into account its intended use.
- Durability of finishing elements such as dimensions and mutual matching of elements in accordance with EN 14354: 2006. Boards, Floor coverings covered with veneer.

3. Cases not covered by the guarantee:

3.1 The buyer of the product should be aware that the product offered, made of a natural raw material such as wood, can visually differ in natural shades of wood, grain, size and number of natural features of wood like knots, alburnum, gloss or heartwood from presented on patterns, photographs and marketing materials.

- Mechanical damage, scratches / damage to the wear layer (varnish or oil) caused by use, maintenance and cleaning in a manner inconsistent with the installation instructions, conditions for the use of veneer floors in the finish UV varnish + CORUNDUM and *Terms of use of veneer floors in the finish oil + brush* and in case flooding or fire.

In the case of oiled floors, it is extremely important that the proper care is carried out with OSMO brand care products, which the Guarantor reserves as a guarantee condition.

- Under no circumstances should be installed floors that contain any damage (e.g. broken quick release lock, no veneer in the top layer, etc.).
- Mechanical damage caused during own transport.
- Change of the wear layer (varnish / oil), the product resulting from the normal use of the floor, UV radiation or excessive load.
- Colour changes due to UV rays.
- Product mounted on the surface with underfloor heating installation without meeting the recommendations of the *Instruction of montage*.
- Small defects of filling in knots in brushed floors, which are a feature of this type of finish.
- A floor that has been installed despite visible imperfections.
- Clashes on the edges of veneer floors.
- Creaking floors resulting from the natural properties of wood.
- Repairs and modifications of the product on its own, unless they have been agreed in writing with the Guarantor.

4. Information for the client:

4.1 After the Manufacturer finds the legitimacy of the complaint, he agrees to replace the boards with one free from defects. The liability of ZIP LLC does not exceed the actual price paid for the product.

4.2. The Guarantor reserves the right to inspect the damage at the floor installation.

4.3 The deadline for considering the complaint by the Guarantor is 30 days.

4.4. It is recommended to store two samples from the purchased boards in order to carry out control tests in the event of a complaint.

5. Reporting a complaint

5. Filing a complaint under the manufacturer's warranty:

5.1 A complaint may be filed with the Seller from whom the Product was purchased or to the Manufacturer. The basis for filing a complaint is the proof of purchase of the floor, properly filled and stamped by the Seller warranty card or scans or copies of documents and photographic documentation of the advertised floor and ground.

5.2 Complaints should be submitted in writing to the ZIP LLC, 34-200 Sucha Beskidzka, ul. Zamkowa 34 or in electronic form to the address reklamacje@venifloor.com.

5.3 When submitting a complaint, please describe in detail and photograph the advertised item.

The warranty does not exclude, limit or suspend the rights of the Buyer under the provisions of the warranty for defects in the item sold.

I confirm that you have read the guidelines and warranty conditions above.

.....

Date, address, legible signature of the user