



WARRANTY CARD FOR FLOORS - BRANDS

 - Venifloor

 - Venifloor Standard

 - Venifloor ELECTRIC - INFRARED

* Put a cross in the appropriate box of the purchased floor

In the event of a complaint, the complaint must be accompanied by a proof of purchase and a photocopy of the Warranty Card and presented to the Seller or directly to ZIP Sp. z o. o. ul. Zamkowa 34, 34-200 Sucha Beskidzka.

Product Trade Name / Index No. Wood species - Trade name / Finish Lacquer - Oil wax / Board size Selection		Rubber stamp Store/Distributor
Purchase document number Invoice or receipt		
Date of purchase	Date of installation	
Place of installation of the floor Street Zip code/City		
Warranty period in years: <hr/> Floor VENIFLOOR – Lacquered with CORUNDUM – years <hr/> Floor VENIFLOOR – Oil-waxed – years <hr/> Floor VENIFLOOR STANDARD – Lacquered without CORUNDUM – years <hr/> Floor VENIFLOOR ELECTRIC-INFRARED – Lacquer / Oil-wax – years		
		Seller's signature

ZIP Sp. z o.o. with registered seat in Sucha Beskidzka, hereinafter referred to as the GUARANTOR, manufacturer of veneered wooden floors, provides a quality guarantee for the purchased VENIFLOOR planks.

1. GENERAL TERMS AND CONDITIONS OF WARRANTY

- 1.1** ZIP Sp. z o.o. with headquarters in Poland at ul. Zamkowa 34, 34-200 Sucha Beskidzka, the Manufacturer of veneered wooden floors, grants quality guarantee for the purchased VENIFLOOR product, in accordance with its intended purpose, **Instruction of Assembly, Conditions of Use and Warranty Card**, which should be filled in and stamped by the Seller and handed over to the Buyer along with the product at the time of sale.
- 1.2** Under the quality guarantee provided, the Guarantor's liability covers physical defects resulting from possible imperfections of the subject of sale.
- 1.3** The warranty is valid in the territory of the Republic of Poland. In order to extend the warranty to other countries, a written confirmation by the Guarantor is required.
- 1.4** To use the guarantee, the Buyer must fulfil the conditions specified herein.
- 1.5** The Buyer entitled to and benefiting from the guarantee declares that he or she has read the terms and conditions presented in this document and accepts them.
- 1.6** The hereby quality guarantee does not, in any way, limit, suspend or exclude the Buyer's rights resulting from the regulations on the warranty for defects in the sold item, as well as resulting from generally applicable provisions of national law applicable to the sales contract.

2 SUBJECT OF WARRANTY - Floors in the FLOATING SYSTEM - on VENIX sleepers - Residential use

- 2.1** The warranty covers veneered floors from the date of purchase, assembled by fitters qualified in this field having the appropriate knowledge and equipment for this purpose - This condition is not necessary to maintain the warranty rights for the following period and manner:
- **15 years** for VENIFLOOR products with the **Lacquer UV + KORUND** finish (for residential use),
 - **12 years** for VENIFLOOR STANDARD products with the **Lacquer UV** finish (for residential use),
 - **10 years** for VENIFLOOR products with the **Oil wax + brush** finish (for residential use),
 - **5 years** for VENIFLOOR products marked as "on sale",

3 SUBJECT OF WARRANTY - Floors in the FLOATING SYSTEM - on sleepers of OTHER COMPANIES - Compliant with the indications of the Assembly Instructions - Residential use

- 3.1** The warranty covers veneered floors from the date of purchase, assembled by fitters qualified in this field having the appropriate knowledge and equipment for this purpose - This condition is not necessary to maintain the warranty rights for the following period and manner:
- **10 years** for VENIFLOOR products with the **Lacquer UV + CORUNDUM** finish (for residential use),
 - **7 years** for VENIFLOOR STANDARD products with the **Lacquer UV** finish (for residential use),
 - **5 years** for VENIFLOOR products with the **Oil wax + brush** finish (for residential use),
 - **2 years** for VENIFLOOR products marked as "on sale",

4 SUBJECT OF WARRANTY - Floors in the GLUED SYSTEM - on VENIX adhesives - Residential use

- 4.1** The warranty covers veneered floors from the date of purchase, assembled by fitters qualified in this field having the appropriate knowledge and equipment for this purpose - This condition is not necessary to maintain the warranty rights for the following period and manner:
- **15 years** for VENIFLOOR products with the **Lacquer UV + CORUNDUM** finish (for residential use),
 - **12 years** for VENIFLOOR STANDARD products with the **Lacquer UV** finish (for residential use),
 - **10 years** for VENIFLOOR products with the **Oil wax + brush** finish (for residential use),
 - **5 years** for VENIFLOOR products marked as "on sale",

5 SUBJECT OF WARRANTY - Floors in the GLUED SYSTEM - on adhesives of OTHER COMPANIES - Residential use - Compliant with the recommendations of the Assembly Instructions - Residential use

- 5.1** The warranty covers veneered floors from the date of purchase, assembled by fitters qualified in this field having the appropriate knowledge and equipment for this purpose - This condition is not necessary to maintain the warranty rights for the following period and manner:
- **10 years** for VENIFLOOR products with the **Lacquer UV + CORUNDUM** finish (for residential use),
 - **7 years** for VENIFLOOR STANDARD products with the **Lacquer UV** finish (for residential use),
 - **5 years** for VENIFLOOR products with the **Oil wax + brush** finish (for residential use),
 - **2 years** for VENIFLOOR products marked as "on sale",

6 PUBLIC / COMMERCIAL USE in the floating, glued VENIX or other system

- 6.1** The warranty covers veneered floors from the date of purchase, assembled by fitters qualified in this field having the appropriate knowledge and equipment for this purpose - This condition is not necessary to maintain the warranty rights for the following period and manner:
- **5 years** for VENIFLOOR products with the **Lacquer UV + CORUNDUM** finish,
 - **5 years** for VENIFLOOR products with the **Oil wax + brush** finish, according to the Terms of Use,
 - **2 years** for VENIFLOOR products marked as "on sale",

CAUTION!!! The use of VENIFLOOR floors/parquets in damp and wet rooms, such as bathrooms, is not covered by Manufacturer's warranty liability.

6.2 The Manufacturer confirms that their Products meet all the requirements of technical standards for veneered floor coverings and boards made of wood-based materials and are suitable for their intended use.

6.3 THE WARRANTY COVERS:

- a) Durability of the structure of individual components of the floor.
- b) Durability of the wear layer of the floor, taking into account its intended use.
- c) Durability of finishing elements such as dimensions and matching of elements in accordance with the standard EN-14354:2006 Wood-based panels - Wood veneer floor coverings.
- d) The Manufacturer's liability under the granted warranty covers only defects resulting from causes inherent to the sold product.

7. CASES THAT ARE NOT COVERED BY THE WARRANTY:

- 7.1 The Buyer of the product should be aware that the offered product made of wood, which is a natural raw material, may differ visually when it comes to natural shades of wood colour, its grain, size and number of natural features of wood such as knots, ingrown bark, sapwood, rays, heartwood, waves, pyramids or shells, and can look different than in the sample templates, photos and marketing materials. These differences are not a product defect.
- Mechanical damage, scratches/damage to the wear layer (lacquer or wax oil) caused by use, maintenance and cleaning non-compliant with the **Assembly Instructions, Conditions of use of veneered floors with UV lacquer + CORUNDUM finish and Conditions of use of veneered floors with oil-wax + brush finish** and in the event of flooding or fire.
In the case of oil-waxed floors, it is extremely important that proper care is carried out using OSMO brand care products, in accordance with the **Care Instructions** posted on www.osmo.pl or www.venifloor.com.
 - Damage caused by installing other defective parts (e.g., a broken or partially broken fast-assembly carpentry joint, lack of veneer in the top layer, etc.).
 - Mechanical damage caused during own transport.
 - Changes in the wear layer (lacquer/oil) of the product resulting from normal use of the floor, exposure to UV rays or excessive load.
 - Colour changes resulting from exposure to sunlight.
 - Defects resulting from improper installation or use of the floor in conditions inconsistent with those included in the **Assembly Instructions** or the Terms of Use for lacquered/oiled floors.
 - Product mounted on a surface with an underfloor heating system without meeting the indications specified in the **Assembly Instructions** (e.g., no thermal seals).
 - Slight loss of filling in knots in brushed floors, which is a normal feature of this type of finish.
 - Damage resulting from the repair and modification of the product by the Customer.
 - Any mechanical damage caused during transport or handling, with the exception of transport carried out by the Guarantor.
 - The Manufacturer's Warranty, regardless of the above-mentioned period of its validity, becomes void at the moment of assembly of the floor or its components, if they are installed despite visible imperfections, e.g.:
 - losses or abrasions at the edges of veneered floors.
 - Complaints concerning the VENIFLOOR Product regarding visual features, e.g., colours, grains, knots, will be considered only before the floor has been installed.

8 WARRANTY CONDITIONS

8.1 The condition for covering the VENIFLOOR Product with the quality guarantee is compliance with the rules and indications regarding storage, assembly, care and use of the wooden floor, as specified in:

- The **Assembly Instructions** attached to each package and available on the website www.venifloor.com,
- The Document "**Conditions of use of lacquered floors**" or "**Conditions of use of oil-waxed floors**" - depending on the type of floor surface finish - available on the website www.venifloor.com or at the seller,
- Possession of Measurement Protocols before the installation of the floor, which can be downloaded from the website www.venifloor.com and which refer to:
 - a) the humidity of the delivered product - in the event of deviations from the Polish standard PN-EN 13489 (humidity in the upper layer should be from 5% to 9%) - Deviations must be immediately reported to the Manufacturer **ZIP Sp. z o.o.**,
 - b) residual moisture of the substrate: cement - max. 1.8%, anhydrite - max. 0.3%, wood - max. 10% (CM or dryer-weight method),
 - c) substrate resistance - stylus test,
 - d) humidity - from 35% to 70%, room temperature between 18°C-27°C,
 - e) humidity of brick walls - max. 4%, humidity of walls with plaster-based cladding - max. 15%.
 - f) it is required to store two samples from the purchased boards for control tests in the event of a complaint.

CAUTION!!! All the above protocols must be approved and signed by the Investor and the person/persons authorized to take measurements.

8.2 In order to maintain the quality guarantee, when installing VENIFLOOR floors in the "floating/glueless" system, primers and sleepers recommended by **ZIP Sp. z o.o.** should be used, or information should be obtained from the Seller as to equivalents/substitutes in relation to the recommended sleepers, in accordance with the Assembly Instructions. In order to maintain the quality guarantee, when installing VENIFLOOR floors in the glued system, primers and adhesives recommended by **ZIP Sp. z o.o.** should be used, or information should be obtained from the Seller as to equivalents/substitutes in relation to the recommended primers and adhesives, in accordance with the Assembly Instructions. The Manufacturer is not responsible for the use of incorrect primers and adhesives.

8.3 The Buyer is obliged to present a proof of purchase of the floor as well as a Warranty Card that has been correctly filled and stamped by the Seller.

8.4 The manufacturer recommends that the Product should be installed by fitters qualified in this field. This condition is not necessary to be able to use the warranty rights, but it minimizes the risk of undesirable situations, such as damage to the purchased product.

9 FILING A COMPLAINT UNDER THE MANUFACTURER'S WARRANTY:

9.1 Notification of defects on the basis of the Manufacturer's warranty liability (hereinafter referred to as the Notification) should be made via the Seller from whom the Product was purchased.

CAUTION!!!

The Notification is based on the following attachments:

proof of purchase of the floor, properly filled Warranty Card stamped by the Seller or scans or copies of the documents, photographic documentation of the floor and substrate under complaint, a document confirming the qualifications of the fitters, measurement protocols in accordance with point 8.1

9.2 Complaints filed via the Seller should be submitted in writing to the address **ZIP Sp. z o.o.**, 34-200 Sucha Beskidzka, ul. Zamkowa 34, or in electronic form to the address reklamacje@venifloor.com within 14 calendar days from the date when the defect occurred or became visible.

9.3 When submitting a complaint, the item under complaint should be described in detail and photographed.

The guarantee does not exclude, limit or suspend the rights of the Buyer resulting from the provisions on the warranty for defects in sold items. I confirm that I have read the above guidelines and warranty conditions.

10 MANNERS OF COMPLAINT SETTLEMENT

10.1 In order to verify the validity of the complaint, the Guarantor reserves the right to inspect the floor under complaint at the place of its installation or storage, at a previously agreed time.

10.2 The Guarantor will handle the Notification within 30 days from the date of delivery of the correct Warranty Card with Attachments or within up to 14 days in the case of a complaint under the warranty provisions. If it is necessary to carry out inspection at the Buyer's site, the Notification will be considered immediately after the inspection, but no later than within 14 days from the date of its completion.

10.3 The Guarantor shall notify in writing or by e-mail about the method of handling the Notification.

10.4 If the Notification is considered justified, the Guarantor may, at their own discretion:

- a) replace the defective Product with a product free from defects,
- b) remove the identified defects free of charge,
- c) pay a financial compensation in cases when it would be impossible to remedy the defect, or it would require excessive costs taking into account the value of the Product free from defects and the type and significance of the defect found. The Guarantor's liability does not exceed the actual price paid by the Customer for the product.

If the Notification is considered justified, the Guarantor undertakes to repair, replace or compensate it within 30 days from the date of the decision to accept the Notification.

10.5 If the Customer does not agree with the Guarantor's decision, in order to demonstrate the incorrectness of the decision and the existence of defects, he or she may order inspection by an expert from the National Association of Parquet Layers or the Association of Polish Parquet Layers according to the list of experts published on the websites:

<http://www.parkieciarzeosp.com.pl> or <http://www.parkieciarzepolscy.com.pl>

If the validity of the Notification is confirmed by an opinion prepared by the expert, the Guarantor will be obliged to cover the costs of preparing the expert opinion.

The costs related to the inspection and issuing the necessary expert's opinion shall be borne by the party responsible for the irregularities.

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Seller

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Customer/Buyer