

# WARRANTY



leaflat®

*Natural Mother of Pearl*

**FBINNOTECH s.r.l.** submits all its floors to the strictest quality controls.

We hope you will enjoy your new floor for many years to come!

Who this warranty covers:

This residential warranty covers the original purchaser when the floor is installed in a residential environment. Commercial environments, including retail stores, offices, clubs, and short-term residences such as hotel rooms, rental cabins, etc., are not covered by this warranty.

Why does the company allow up to 10% of defects?

For two reasons:

1. Mother-of-pearl shells are 100% natural products, so there may be slight variations in color or shape of the shell itself, which is due to the nature of the shell and is also the feature that enhances its value.
2. When creating a mosaic, it is assembled by artisans, so it is a strictly manual job, and depending on the assigned operator, there may be small assembly variations.



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## **WARRANTY on PRODUCT FINISH**

The pre-installation warranty covers the replacement of any floor or covering that is returned with a visible defect percentage greater than 10% of the total shipped floor. This includes visible finishing defects, pre-installation.

FBINNOTECH also guarantees to the original purchaser that the finish will not bubble or peel for 25 years under normal residential use conditions.

Please see exceptions in the "Exclusions" section. The finish warranty is guaranteed for 10 years and is subject to the prescribed maintenance in the "use and maintenance" document; failure to comply with these instructions will result in the invalidity of this warranty.

If there is an issue with wear, it must exceed 10% of the total surface for this warranty to apply. Changes in gloss level are not covered by this warranty, including shiny spots that may develop when the floor is rubbed too aggressively in one area. Therefore, any installation glue must be removed immediately and not allowed to dry.

Over time, it is normal for overall brightness levels to change and as such, this does not fall under the warranty. Please refer to the maintenance instructions in the "use and maintenance" document.

## **STRUCTURAL WARRANTY**

FBINNOTECH offers a structural warranty to the original purchaser that the products will not delaminate (separation between layers) for 25 years under normal residential use conditions.

Delamination occurs when any of the multiple layers that make up the flooring structure separate.



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### UNDERFLOOR HEATING WARRANTY

Underfloor radiant heating systems can affect product performance. Our product can be used on these heating systems. If any other product is used, all warranties are void.

### WARRANTY EXCLUSIONS

- a) Claims for installed flooring pieces even if there are visible defects. It is the installer's responsibility not to install pieces with visible defects and not to use them. Once installed, the flooring is considered visually accepted.
- b) Claims regarding flooring installed due to excessive color/grain variation. It is the installer's responsibility not to install pieces with visible defects and not to use them.
- c) Color changes in the finish with aging or exposure to sunlight of the installed floor compared to showroom samples, as showroom sample colors change over time.
- d) Color variations in the floor are natural, and the new or replacement floor may not match the sample or existing floor (for this reason, when requesting custom colors, it is recommended to keep a color sample to send to FBINNOTECH when requesting additional components, to allow us to reproduce the current color.





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- e) Changes in gloss level are not covered by this warranty, including dull spots that may develop if aggressively rubbed in one area.
- f) Wear or scratches over time are not covered by warranty; it is the responsibility of the maintainer to apply suitable protective coatings to repair scratches.
- g) Natural weather conditions including (but not limited to): excessive rain, hurricanes, tornadoes, floods, or other natural disasters are not covered by the terms of this warranty.
- h) Entire flooring pieces detaching from the subfloor, which is an issue with the installation process or adhesive defect. This is not a manufacturing defect.
- i) Damage caused by settling on uneven subfloors.
- j) Damage resulting from accidents, abuse, abnormal wear, pet scratches, sand, high heel marks, falls, dents, dragging heavy objects, excessive heat, or excessive dryness. (Exposure to excessive heat or dryness can cause dulling or delamination.)
- k) Improper handling during shipping or storage after the floor has passed FBINNOTECH checks.
- l) Improper surface preparation on which this product is installed.
- m) Improper installation where installation instructions are not followed.
- n) Improper maintenance and failure to protect high-traffic entry areas.





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#### WHAT TO DO IF A WARRANTED EVENT OCCURS?

FBINNOTECH's obligation under this warranty will be limited, at its discretion, to the replacement of deficiencies, replacement of defective products, or refund of the purchase price for floors with visible defects returned to FBINNOTECH before installation. For floors with delamination and finishing issues occurring during installation and not visible before installation, FBInnotech, at its discretion, will repair or replace the defective floor and/or refinish the defective finish. In the unlikely event that we are unable to correct the problem after a reasonable number of attempts, we will refund the purchase price for the faulty flooring section. The sole purpose of the remedy provided in this document is the replacement/repair of defective products or the refund of the purchase price. This remedy will be the buyer's sole remedy and will not be deemed to have failed its essential purpose as long as FBInnotech is willing to replace/repair such defective goods or refund the purchase price. We also reserve the right to verify any claims or defects through inspection and to have samples taken for technical analysis.





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#### **ADDITIONAL WARRANTY TERMS**

FBinnotech does not assume or authorize any other person or entity to assume any other obligation in connection with the sale of this product. This warranty is the complete and exclusive expression of our warranty and replaces all other express and/or legal warranties. Any implied warranties, including but not limited to implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the duration of this explicit warranty. FBinnotech assumes no responsibility for incidental or consequential damages resulting from or as a consequence of defective flooring or for any costs or expenses the buyer may incur to obtain warranty service, such as postage, telephone charges, lost work time, or inconveniences. This warranty is subject to the limitations and exclusions set forth herein and is the exclusive warranty for FBinnotech. This warranty specifically replaces and excludes any other warranty concerning FBinnotech flooring, including statutory warranty in jurisdictions where exclusion of such warranties may be permitted by law. In no event shall the buyer of the product seek any remedy against FBinnotech, except as specifically provided in this warranty. This warranty does not apply to any products designated as special or non-standard.

#### **WARRANTY CLAIM PROCEDURE**

To request warranty service, contact FBinnotech in writing within six (6) months of the defect's appearance. FBinnotech reserves the right to inspect the product. The original, dated purchase invoice, completed with the distributor's or retailer's stamp, must be provided. No alterations, replacements, or repairs may be made before the product has been inspected by FBinnotech or by an inspector authorized by FBinnotech. Any replacement will be provided only after the product has been inspected and agreed upon regarding the defective condition. Failure to comply with this clause will void the warranty.

