

20 - year limited warranty for residential use for Solen Chevron LVT planks.

SCOPE

Multicontract Sp. z o.o. provides a 20-year warranty from the date of purchase, as indicated on the invoice or receipt, in accordance with this warranty information.

The warranty applies to products installed in residential premises. Warranty cards for commercial premises are issued separately on an individual basis, and their content is influenced, among other factors, by the intended use of the premises, intensity of usage, the installed industrial matting system, and other factors not listed here that may affect the product.

This warranty applies to products installed in accordance with current flooring standards and the Multicontract Sp. z o.o. installation instructions dedicated to the Solen Chevron collection. Furthermore, the products must be used in accordance with their intended purpose. Performance parameters are specified in the technical data sheet. Please read it before installation. The cleaning and maintenance instructions are also an integral part of this document. Compliance with the rules contained in this document is a condition for validity the warranty.

Multicontract Sp. z o.o. provides a warranty in the following scope: visible surface defects that cannot be removed, affecting the appearance or proper use of the product, reported before installation, including stains and other defects in the external structure, e.g. recesses or bulges that are not a normal factory characteristic of the product, as well as defects that cause excessive wear.

IMPORTANT

Prior to installation, the goods must undergo a thorough visual inspection. Any visible defects in the product must be reported immediately, before installation begins. In such cases, defective products will be replaced with new ones. Claims for installed products with defects that could have been detected prior to installation will not be accepted.

WARRANTY TERMS

The warranty is valid provided that:

- compliance with all conditions specified in this warranty card;
- proper subfloor preparation in accordance with current flooring standards and construction practice;
- correct installation carried out in accordance with the Multicontract Sp. z o.o. installation instructions and industry best practices, using professional materials and tools dedicated for this purpose (adhesives, acoustic underlays, etc.);
- meeting the required climatic and humidity conditions of the environment and subfloor as specified in the installation instructions;
- use of the product in accordance with its intended purpose;
- protection of movable furniture in the room (e.g., tables, chairs) using felt pads;
- use of protective mats under chairs with castors, except for chairs equipped with soft castors that do not scratch the floor;
- ongoing maintenance of the floor was carried out in accordance with the recommendations specified in the "Cleaning and Maintenance" document dedicated to the Solen Chevron collection.

WARRANTY CLAIMS

- All defects should be reported immediately upon detection in writing form to Multicontract Sp. z o.o. or the distributor appropriate to the place of purchase (in the case of surface defects detectable during a visual inspection – no later than 30 days from delivery).
- The following must be included with a warranty claim: a copy of the invoice or receipt, the production batch number indicated on the packaging, a photograph of the defect, and a detailed description of the defect.
- Multicontract Sp. z o.o. will replace defective products at no additional charge, provided that the defects identified existed before installation and are not the result of improper storage or handling (so-called mechanical damage caused by the Buyer).
- If a defect is detected during the installation process, installation must be stopped immediately and the issue reported to the supplier.
- The Purchaser should make the surface on which the product was installed available for inspection and for carrying out the necessary technical activities and tests aimed at determining the cause of the defect and, if necessary, allow the taking of a sample from the installed flooring for laboratory tests.
- Multicontract Sp. z o.o. undertakes to provide appropriate compensation in the event of a defect not caused by the Purchaser, provided that the identified defect is covered by the applicable warranty scope and all conditions set forth in this document have been met.
- The amount of compensation granted shall not exceed the purchase price of the product. Costs such as transportation, installation services, dismantling services, built-in elements (walls, furniture, etc.), and materials used during installation are not refundable.
- The warranty does not cover compensation for claims related to lost profits or reputational damage (e.g., temporary unavailability of the premises).

The amount of compensation is variable and takes depreciation over time into account:

2 years : 100%
3 years : 80%
5 years : 60%
8 years : 40%
10 years : 20%
15 years : 10%
20 years : 0%

WARRANTY EXCLUSIONS

The warranty is void in the following cases:

- the product was sold at a discounted price due to a defect, and the Purchaser was aware of such defect at the time of purchase;
- the defect results from improper installation carried out contrary to the recommendations set forth in the Multicontract Sp. z o.o. installation instructions and the applicable flooring industry standards;
- the product was damaged as a result of improper storage or use for purposes other than its intended purpose;
- the defect resulted from a random event, a natural phenomenon, or any other external factor beyond the manufacturer's control, such as fire, accident, explosion, flood, avalanche, structural collapse, excessively low or high ambient temperatures, lightning strike, or an act of vandalism;
- the defect resulted from negligence or failure to follow the rules of use and maintenance, e.g. cleaning the floor with steam (prohibited), using cleaning agents based on alcohol, solvents or gasoline (prohibited), damage during transportation and storage, damage caused by hard particles that may cause scratches, such as sand, gravel, and improper handling of the product during its use;

- the product was installed despite the defect being detectable prior to installation, as well as in cases where the product was not installed but was permanently mechanically damaged, e.g. cut, contaminated with adhesive, etc.;
- the product was installed on an inappropriate or insufficiently strong subfloor/underlay;
- in the case of damage caused by localized scorching, cutting, gouging, abrasion, denting, or loss/alteration of color resulting from subfloor beneath the product, e.g., asphalt or tar-based substances;
- indentation or scratching caused by sharp objects or point loading from excessive weight, such as unprotected table or chair legs, furniture feet, sharp high-heel tips, etc.;
- color changes caused by factors such as improper maintenance or care;
- improper chemicals were used during installation, causing deformations, color changes, or failure to properly bond the flooring to the subfloor/substrate;
- installation was carried out under inappropriate climatic conditions (ambient humidity, ambient temperature, subfloor moisture, subfloor temperature, lack of or improper acclimatization of the product prior to installation, etc.);
- if the purchased product exhibits differences in color, gloss, or embossing of the wear layer compared to samples, displays, catalog images, or if variations result from the production batch, and the product is installed;
- if the entire delivery is not checked for batch consistency, and during or after installation a color variation between individual pieces becomes apparent;
- use of rubber mats or other materials on the surface of the flooring that chemically react with the wear layer;
- the defect has another cause not previously listed, but it does not result from the fault of the manufacturer or supplier.

This warranty grants specific rights regardless of the place of installation or purchase of the products. Any disputes shall be resolved by the court having jurisdiction over the registered office of Multicontract Sp. z o.o.

All previous versions of this document shall become void as of the effective date of this version.

Karczew date: 01.09.2025 r.