

GUARANTEE-MANUFACTURER'S DECLARATION

CHECK one | CHECK expert | CHECK PET | CHECK comfort

We, Koczwara Vertriebs-GmbH, provide an additional guarantee on the abrasion resistance and light fastness on CHECK one, CHECK expert and CHECK comfort vinyl floors, in accordance with the following regulations, without prejudice to possible statutory guarantee rights.

The guarantee period begins on the date of purchase and is 15 years for CHECK one, CHECK expert, CHECK PET and CHECK comfort floors. The guarantee is not transferable, is only available to the first purchaser and applies only to the first installation. The first buyer within the meaning of this guarantee is the first consumer to purchase the vinyl floor from a retailer.

GUARANTEE REQUIREMENTS

The CHECK one, CHECK expert, CHECK PET and CHECK comfort vinyl planks must be checked for existing defects before and during installation. Vinyl floors installed despite visible defects are excluded from the guarantee. Vinyl flooring must be installed in accordance with the installation instructions in dry rooms according to its respective stress class according to EN685. A dirt-trapping mat must be laid out in the entrance areas.

Unsuitable underbody/surface preparation, improper installation or use will void the warranty. Furthermore, visual impairments such as normal signs of use, soiling due to furniture abrasion or indentations are not covered.

Abrasion points or chipping on vinyl floors must be clearly visible on an area of at least 1 cm²; in particular, the decorative layer must be completely rubbed down to the carrier board. Abrasions or splinters on the element edges and damage caused by unusual and improper, in particular mechanical stress, are excluded from the guarantee. Vinyl floors must be regularly cleaned and maintained according to the care instructions in order to maintain the guarantee.

Vinyl flooring is lightfast according to ISO 105-B02. Light fastness describes the resistance of the decorative surface to artificially generated light, which is based on natural sunlight. The vinyl flooring therefore has very good light fastness when exposed for longer periods of time. However, it is not light-resistant. Natural ageing is excluded from the warranty.

Any guarantee claims must be asserted in writing within 30 days of their discovery and by presenting the original invoice to Koczwara Vertriebs-GmbH, which can be reached via the following contact details.

Koczwara Vertriebs-GmbH
Scheuten-Solar-Str. 2
D-45881 Gelsenkirchen
Tel.: +49 (0) 209 590 34 – 0
Email: info@koczwara-vertrieb.de

In order to verify guarantee claims, Koczwara Vertriebs-GmbH reserves the right to inspect the affected floor on site or to have it inspected by a third party. If a guarantee service is provided, the guarantee period is not extended. The provision of a guarantee service does not initiate a new guarantee period.

GUARANTEE SERVICES

In case of guarantee claims, Koczwara Vertriebs-GmbH will replace the damaged elements. If the affected vinyl floor is no longer available, the purchaser can choose a replacement of equivalent quality from the current brand range. Since it can be assumed that the vinyl floor will lose 10 % of its value each year as a result of use, Koczwara Vertriebs-GmbH makes a replacement delivery dependent on a corresponding additional payment from the customer.

The guarantee claims do not include the costs for dismantling, assembly, transport and travel costs as well as storage costs. The costs of the relocation shall be borne by the buyer. Liability for further damage, in particular consequential damage - such as costs associated with the installation, removal and transport of damaged vinyl floors - is excluded.