

GUARANTEE – MANUFACTURER’S DECLARATION

CHECK green DESIGN FLOOR

We, Koczvara Vertriebs-GmbH, provide an additional guarantee on the abrasion resistance and light fastness as well as on a 24-hour splash water protection* on our CHECK green design floors, in accordance with the following regulations, without prejudice to possible statutory guarantee rights.

The guarantee period begins on the date of purchase and amounts to 15 years. 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 design floor from a retailer.

GUARANTEE REQUIREMENTS

The design floors must be checked for existing defects before and during their installation. Design flooring installed despite visible defects is excluded from the warranty. The design floor must be installed professionally in dry rooms in accordance with the installation instructions and in accordance with its respective stress class as per EN685. A dirt-trapping mat must be laid out in the entrance areas.

Unsuitable subfloor/surface preparation, improper installation or such use will invalidate the guarantee. Furthermore, visual impairments such as normal signs of use, soiling due to furniture abrasion or indentations are not covered. Abrasion points or chipping on design floors must be clearly visible on an area of at least 1 cm²; in particular, the decorative layer must be completely abraded down to the carrier board. Abrasion or splintering on the element edges and damage caused by extraordinary and improper, in particular mechanical stress, are excluded from the guarantee. Design floors must be regularly cleaned and maintained according to the care instructions in order to maintain the guarantee.

The design floors are lightfast according to ISO 105-B02 (colour fastness ≥ 4 of the grey scale (EN 20105-A02) up to level 6 of the blue wool scale). Light fastness describes the resistance of the decorative surface to artificially generated light that mimics natural sunlight. The design floors thus have very good light fastness when exposed to longer periods of light. However, they are not light resistant. Natural ageing is excluded from the guarantee.

Furthermore, the design floors are stain resistant according to EN 438 (e.g. acetone, hand cream, alcoholic drinks, natural fruit and vegetable drinks, fats, coffee, cola drinks, nail varnish, 25% sodium hydroxide solution, 30% hydrogen peroxide solution).

* according to NALFA

In addition, the surface of CHECK green design floors has 24-hour splash water protection*. The water must be removed again after 24 hours at the latest. The guarantee does not apply to damage beyond everyday use, e.g. due to water damage or standing water. The guarantee becomes void if moisture penetrates the floor from below.

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

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

In order to verify guarantee claims, Koczvara 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, Koczvara Vertriebs-GmbH will replace the damaged elements. If the affected design floor is no longer available, the purchaser can choose a replacement of equivalent quality from the current range. Since it can be assumed that the design floor will lose 10 % of its value each year as a result of use, Koczvara 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 design floors – is excluded.

* according to NALFA