

WARRANTIES

Easy Line 832

Essentials 832

Woodstock 832

Woodstock XL 832

Woodstock XL 1032

Woodstock PRO 833

Soundlogic 932



EN

WARRANTIES (5-20-25 Years Commercial Guarantee)

SCOPE
For a period of **5, 20, 25 years**, depending on the Product, from the date of purchase as specified on the invoice, Tarkett provides the following Commercial Guarantee, subject to the terms and conditions specified here in, for:

- When installed in residential areas:
• For products in class of use 32 -> 20 years
• For products in class of use 33 -> 25 years

When installed in commercial areas:
For class of use 32 and 33 -> **5 years**

(Here in after the "**Products**").

This limited Warranty applies to Products purchased as from January 1st 2022.

COVERAGE
Tarkett warrants the Products against:

- Apparent defects, indicated to Tarkett or to the retailer prior to laying, such as: defects of appearance, structural defects, indelible stains, defects on the backing, other than backing impressions.
- Manufacturing defects, indicated to Tarkett or to the retailer during the Commercial Guarantee period, causing after a time an abnormal change such as early wear.

CONDITIONS OF APPLICABILITY
This Commercial Guarantee will apply provided that all the conditions hereinafter mentioned have been observed:

Installation
The Product must have been installed in accordance with Tarkett instructions, with the most recent installation instructions and with the state of art.

Maintenance
Maintenance must have been carried out in accordance with Tarkett recommendations that will be found in the installation instructions accompanying the Product or available on request. The maintenance program must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas is possible.

Use
The Product must be used in accordance with the recommended use specified by Tarkett technical documentation.

The accessories such as subfloor preparation, adhesives, welding rods etc. shall be used in accordance with the state of art and with the updated laying instructions applicable to the Product.

CLAIMS UNDER COMMERCIAL GUARANTEE
Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, in more than 30 days after it is discovered, to the following address:

Tarkett - 1 Terrasse Bellini - Tour Initiale - 92919 Paris La Defense – France

The claim must be accompanied by:

- a copy of the invoice,
- the manufacturing serial number shown on the reverse of the strips and/or packaging,
- one or more photographs and an accurate description of the defect or fault detected.

Tarkett shall replace any defective Product, at no charge, if the Product is proven to be defective prior to installation.

If the defect or fault is discovered during installation, installation must be stopped immediately; otherwise the Commercial Guarantee shall not apply.

The customer must permit an inspection of the Product by Tarkett. If deemed necessary, Tarkett reserves its right to require a sampling in order to analyze it in its laboratories.

For any defect found on a Product covered by the Tarkett Commercial Guarantee, provided that the defect is found to be in the scope of the Commercial Guarantee, and the conditions of applicability, have been met, compensation shall be granted.

The compensation covers the purchase price of the Product, but excludes the taking up cost, the installation, dismantling cost (partitions, furniture,...), the cost of laying and of the material possibly used for laying (glue, skirting boards...).

The compensation shall be digressive relative to the elapsed time of the Commercial Guarantee period, taking into account the depreciation of the Product:

For Tarkett residential range Woodstock PRO 833, 8mm – 25 years Commercial Guarantee:		
≤ 1	100%	
≤ 2	90	
≤ 4	80	
≤ 6	60	
≤ 8	40	
≤ 10	30	
≤ 15	20	
≤ 20	10	
≤ 25	5	

For 8 mm, 9mm and 10 mm Tarkett residential ranges Easy Line 832, Essentials 832, Woodstock 832, Woodstock XL 832, Woodstock XL 1032, Soundlogic 932 – 20 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10

EXCLUSIONS FROM COMMERCIAL GUARANTEE

- The Commercial Guarantee does not apply to the following:
1. Products sold of "Seconds", "Off Goods" or other irregular, non first quality. "Seconds" or "Off goods" are sold "as is".
 2. Defects caused by an improper installation, contravening the state of art and the updated laying instructions applicable to the Product, specified by Tarkett.
 3. Mishandled Products or unsuitable stored.
 4. This Commercial Guarantee is null and void if damage is caused as a result of fire, accident, including aggressive chemical attack, explosion, pollution, flood, freezing conditions, lightning, carelessness, vandalism or lack of entrance barrier matting, or damage during transport, storage and handling before or during installation.
 5. Products with visible defects that were cut or installed nonetheless.
 6. Products that have been improperly maintained, not complying with the maintenance instructions and specifications made by Tarkett.
 7. Products for which deterioration is due to an uneven subfloor.
 8. Differences in colour, gloss and embossing structure between the products sold and pictures or samples. In case of purchasing contracts, variation in manufacturing, including colour change between different productions batches.
 9. Damages caused by stains, burns, cuts, grooves, friction, accidental indentations, loss of colour caused by carpet backs, painted surfaces, yellowing related to an external product (asphalt, tar,...).
 10. Fading and/or discoloration.
 11. Defects and damages caused by inappropriate castors of chairs, tables or other furniture.
 12. Colouring caused by feet of waxed pieces of furniture likely to leave indelible marks.
 13. Indentation from high or spiked heels.
 14. Failure to comply with the recommended hygrometry levels before, during and after installation.
 15. Stains, discoloration or any damages caused by the migration of the adhesives.

MISCELLANEOUS
This Commercial Guarantee constitutes the sole warranty provided by Tarkett. Tarkett makes no other warranty, either express or implied, of any kind. This Commercial Guarantee supersedes all prior discussions, negotiations, understandings and agreements between Tarkett and the customer concerning the subject matter hereof.

None of our installers, retailers, distributors or employees has been granted the right to modify the obligations, disclaimers, exclusions or limitations under this express Commercial Guarantee.

To the extent allowed by local law, Tarkett shall not be liable for loss of profits, direct, indirect, incidental, special, consequential or other damages under this Commercial Guarantee or from any cause whatsoever, whether based upon warranty, negligence, breach of contract, strict liability or any other legal theory.

This Commercial Guarantee gives you specific rights, and you may also have rights which may vary from country to country.

To the extent that this Commercial Guarantee is inconsistent with a local law, this Commercial Guarantee shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations may not apply to the customer. Nevertheless, the remainder provisions of this Commercial Guarantee shall remain in full force and effect and shall not be affected thereby.

FR

GARANTIES (5-20-25 ans de Garantie Commerciale)

CHAMP D'APPLICATION
Pour une période de 5, 20, 25 ans, selon le Produit et à compter de la date d'achat indiquée sur la facture, Tarkett fournit la Garantie Commerciale suivante, sous réserve des conditions générales spécifiées dans les présentes :

- En cas d'installation en zone résidentielle :
• Pour des produits de la classe d'utilisation 32 -> 20 ans
• Pour des produits de la classe d'utilisation 33 -> 25 ans

En cas d'installation en zone commerciale :
Pour les classes d'utilisation 32 et 33 -> **5 ans**

(ci-après dénommés les "**Produits**").

La présente Garantie Commerciale couvre les Produits achetés à compter du 1^{er} janvier 2022.

COUVERTURE
Tarkett garantit les Produits contre :

- Défauts apparents signalés à Tarkett ou au détaillant avant la pose, tels que : défauts d'aspect, défauts structurels, taches indélébiles, défauts sur le support, autres que les empreintes du support.
- Vices de fabrication signalés à Tarkett ou au détaillant pendant la période de Garantie Commerciale, qui entraîne avec le temps une altération anormale comme une usure prématurée.

CONDITIONS DE VALIDITÉ
La présente Garantie Commerciale s'appliquera pour autant que toutes les conditions ci-après soient respectées :

Pose
Le Produit doit avoir été posé selon les règles de l'art et conformément aux instructions de Tarkett et aux instructions de pose les plus récentes.

Entretien
L'entretien doit avoir été effectué conformément aux recommandations de Tarkett qui se trouvent dans les instructions de pose qui accompagnent le Produit ou disponibles sur demande. Le programme d'entretien doit inclure l'utilisation d'une protection appropriée contre la poussière à tous les points d'entrée accessibles depuis l'extérieur ou depuis des zones très sales.

Utilisation
Le Produit doit être utilisé conformément à l'utilisation recommandée spécifiée dans la documentation technique de Tarkett.

Les accessoires, tels que les produits de préparation du support, les adhésifs et les cordons de soudure, etc., doivent être utilisés conformément aux règles de l'art et aux instructions de pose les plus récentes applicables au Produit.

MISE EN ŒUVRE DE LA GARANTIE
Toute anomalie doit être rapidement portée à la connaissance de Tarkett ou du revendeur par écrit et en tout état de cause, dans un délai maximum de 30 jours suivant la découverte du défaut. La réclamation devra être adressée à :

Tarkett - 1 Terrasse Bellini - Tour Initiale - 92919 Paris La Défense – France

La réclamation doit être accompagnée :

- d'une copie de la facture d'achat ;
- du numéro de série de fabrication inscrit au dos des lames et/ou sur l'emballage ;
- d'une ou de plusieurs photos, ainsi que d'un descriptif précis du vice ou du défaut constaté.

Tarkett remplacera, à ses frais, tout Produit défectueux s'il s'avère que le Produit est reconnu comme étant défectueux avant sa pose.

Si le vice ou le défaut est découvert en cours de pose, les travaux doivent être interrompus immédiatement faute de quoi la Garantie Commerciale ne saurait s'appliquer.

Le client doit autoriser Tarkett à inspecter le Produit. Si nécessaire, Tarkett se réserve le droit d'exiger un échantillon du Produit à des fins d'analyse dans son laboratoire. Pour tout défaut constaté sur un Produit couvert par la Garantie Commerciale de Tarkett, à condition que le défaut soit considéré comme faisant partie du champ d'application de la Garantie Commerciale et que les conditions de validité soient remplies, une indemnisation sera accordée.

L'indemnisation couvre le prix d'achat du Produit, mais exclut le coût de prise en charge, le coût d'installation, le coût de démontage (séparations, meubles, etc.), le coût de pose et le matériel éventuellement utilisé pour la pose (colle, plinthes, etc.).

L'indemnisation sera dégressive par rapport au temps écoulé de la période de Garantie Commerciale, en tenant compte de la dépréciation du Produit :

Pour une installation en zone résidentielle Tarkett Woodstock PRO 833, 8 mm – Garantie Commerciale de 25 ans :		
≤ 1	100 %	
≤ 2	90	
≤ 4	80	
≤ 6	60	
≤ 8	40	
≤ 10	30	
≤ 15	20	
≤ 20	10	
≤ 25	5	

Pour une installation en zone résidentielle les collections Tarkett de 8 mm, 9 mm et 10 mm Easy Line 832, Essentials 832, Woodstock 832, Woodstock XL 832, Woodstock XL 1032, Soundlogic 932 – Garantie Commerciale de 20 ans :

≤ 1	100 %
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10

EXCLUSIONS DE GARANTIE COMMERCIALE

La Garantie Commerciale ne couvre pas les cas suivants :

1. La vente de Produits "de Second choix", "Remises" ou non conformes, qui ne sont pas de première qualité. Les Produits "de Second choix" ou "Remises" sont vendus en l'état.
2. Les défauts causés par une pose incorrecte, qui ne respecte pas les règles de l'art et les instructions de pose les plus récentes applicables au Produit, spécifiées par Tarkett.
3. Les Produits mal manipulés ou stockés de façon inappropriée.
4. La présente Garantie Commerciale sera considérée comme nulle et non valide en cas de dommages provoqués par un incendie, un accident, y compris les attaques chimiques, une explosion, la pollution, une inondation, le gel, la foudre, la négligence, le vandalisme ou l'absence de protection additionnelle aux points d'entrée (pailllasson...) ou les dégâts se produisant lors du transport, du stockage et de l'entretien, que ce soit avant, pendant ou après la pose.
5. Les Produits découpés ou installés malgré des défauts apparents.
6. Les Produits mal entretenus, dans le non-respect des instructions d'entretien et des spécifications de Tarkett.
7. Les Produits dont la détérioration est due à un support irrégulier.
8. Différences de couleur, de brillance et de structure de grainage entre les produits vendus et les photos ou les échantillons. En cas de contrats d'achat, variation de fabrication, y compris le changement de couleur entre les différents lots de production.
9. Les dommages causés par des taches, brûlures, coupures, rainures, frottements, indentations accidentelles, perte de couleur causée par les dos de tapis, surfaces peintes, jaunissement lié à un produit externe (asphalte, goudron, etc.).
10. L'altération des couleurs et/ou la décoloration.
11. Les défauts et dommages causés par des roulettes inappropriées de chaises, tables ou autres meubles.
12. La coloration causée par des pieds de meubles cirés susceptibles de laisser des marques indélébiles.
13. L'indentation de talons hauts ou pointus.
14. Le non-respect des niveaux d'hygrométrie recommandés avant, pendant et après l'installation.
15. Les teintures, décoloration ou dommages causés par la migration des adhésifs.

DIVERS
Cette Garantie Commerciale exprime est la seule garantie offerte par Tarkett. Tarkett n'offre aucune autre garantie, expresse ou implicite, de quelque nature que ce soit. La présente Garantie Commerciale prévaut sur toutes les discussions, négociations, arrangements et accords qui ont eu lieu entre Tarkett et le client, et qui concernent le contenu de la présente.

Il n'a été accordé le droit à aucun de nos poseurs, détaillants, distributeurs ou employés de modifier les obligations, clauses de non-responsabilité, exclusions ou limitations contenues dans la présente Garantie Commerciale.

Dans la limite permise par les législations locales en vigueur, Tarkett ne saurait être tenue pour responsable des pertes de profits, dommages directs, indirects, fortuits, spéciaux, consécutifs, ou autres dommages au titre de la présente Garantie Commerciale ou de tout autre fondement comme action en garantie, négligence, faute, responsabilité ou tout autre fondement juridique.

La présente Garantie Commerciale octroie des droits spécifiques. D'autres droits peuvent être accordés aux clients selon les pays.

Dans l'hypothèse où la présente Garantie Commerciale serait contraire à une loi locale, la Garantie Commerciale sera réputée modifiée de manière à être conforme à la loi en vigueur. Conformément aux lois locales, certaines clauses de non-responsabilité et autres limitations peuvent ne pas s'appliquer au client. Néanmoins, les autres dispositions de la présente Garantie Commerciale demeureront en vigueur et continueront de produire leurs effets.

ES

GARANTÍAS (5-20-25 Años de Garantía Comercial)

ALCANCE
Durante un período de **5, 20 o 25 años**, dependiendo del Producto, a partir de la fecha de compra indicada en la factura, Tarkett ofrece la siguiente Garantía Comercial, sujeta a los términos y condiciones especificados en el presente documento, para:

- Cuando el producto se instala en zonas residenciales:
• Para productos de la categoría de uso 32 -> 20 años
• Para productos de la categoría de uso 33 -> 25 años

Cuando el producto se instala en zonas comerciales:
Para las categorías de uso 32 y 33 -> **5 años**

(En lo sucesivo, los "**Productos**").

Esta Garantía Comercial se aplica a aquellos Productos adquiridos a partir del 1 de enero de 2022.

COBERTURA
Tarkett ofrece una garantía de producto frente a:

- Defectos visibles, indicados a Tarkett o al distribuidor antes de la colocación, tales como: defectos de aspecto, defectos estructurales, manchas indelebles, defectos en el revés, que no sean impresiones del revés.
- Defectos de fabricación, indicados a Tarkett o al distribuidor durante el periodo de validez de la Garantía Comercial, que causen un cambio anormal después de un tiempo, como un desgaste prematuro.

CONDICIONES DE APLICACIÓN
Esta Garantía Comercial se aplicará siempre que se hayan cumplido todas las condiciones mencionadas a continuación:

Instalación
El producto debe haberse instalado conforme a las instrucciones proporcionadas por Tarkett, a las instrucciones de instalación más recientes y a los últimos avances tecnológicos.

Mantenimiento
El mantenimiento debe realizarse de acuerdo con las recomendaciones de Tarkett incluidas en las instrucciones de instalación que acompañan al Producto o que están disponibles previa solicitud. El programa de mantenimiento debe incluir una barrera adecuada contra la suciedad en todos los puntos de entrada a los que sea posible acceder desde el exterior o desde zonas muy sucias.

Uso
El Producto debe utilizarse de acuerdo con el uso recomendado especificado en la documentación técnica de Tarkett.

Los accesorios, como la preparación del subsuelo, los adhesivos, cordones de soldadura, etc., se utilizarán de acuerdo con la tecnología más avanzada y con las instrucciones de colocación actualizadas aplicables al Producto.

RECLAMACIONES DE GARANTÍA COMERCIAL
Cualquier defecto se notificará de inmediato por escrito a Tarkett o al distribuidor, y en ningún caso, más de 30 días después de su detección, a la siguiente dirección:

Tarkett - Avenida Llano Castellano, 13 - 4ª Plt, 28034, Madrid - España

La reclamación debe ir acompañada de:

- una copia de la factura;
- el número de serie de fabricación que figura en el reverso del material o el embalaje,
- una o más fotografías y una descripción precisa del defecto o fallo detectado.

Tarkett sustituirá cualquier Producto defectuoso sin coste alguno si se demuestra que el Producto estaba defectuoso antes de la instalación.

Si el defecto o fallo se descubre durante la instalación, esta debe interrumpirse inmediatamente; de lo contrario, la Garantía Comercial quedará anulada.

El cliente deberá permitir que Tarkett inspeccione el Producto. Si se considerase necesario, Tarkett se reserva el derecho de solicitar una toma de muestras para analizarla en sus laboratorios.

Se concederá una compensación por cualquier defecto detectado en un Producto cubierto por la Garantía Comercial de Tarkett, siempre que el defecto se encuentre dentro del ámbito de la garantía Comercial y se hayan cumplido las condiciones de aplicación.

La compensación cubrirá el precio de compra del Producto, pero no incluirá los gastos de recogida, instalación, desmontaje (tabiques, muebles,...), colocación y material eventualmente utilizado para la colocación (cola, rodapiés...).

La compensación será degresiva en relación con el tiempo transcurrido del período de Garantía comercial, teniendo en cuenta la depreciación del Producto:

Para la gama residencial Woodstock PRO 833 de Tarkett, 8 mm - 25 años de garantía comercial:

≤ 1	100 %
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

Para las gamas residenciales de Tarkett de 8 mm, 9 mm y 10 mm Easy Line 832, Essentials 832, Woodstock 832, Woodstock XL 832, Woodstock XL 1032, Soundlogic 932 - 20 años de garantía comercial:

≤ 1	100 %
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10

SUPUESTOS QUE NO CUBRE LA GARANTÍA COMERCIAL

La Garantía Comercial no se aplicará en los siguientes supuestos:

1. Productos vendidos como "defectuosos", "con imperfecciones de fábrica" u otros productos irregulares y de baja calidad. Productos "defectuosos" o "con imperfecciones de fábrica" vendidos "tal cual".
2. Defectos causados por una instalación incorrecta, contraviniendo la técnica y las instrucciones de colocación actualizadas aplicables al Producto, especificadas por Tarkett.
3. Productos manipulados incorrectamente o almacenados de forma inadecuada.
4. Esta Garantía Comercial será nula y no tendrá efecto si los daños se producen como resultado de un incendio, accidente (incluido un ataque químico agresivo), explosión, contaminación, inundación, condiciones de congelación, rayos, descuidos, vandalismo o ausencia de felpudos en la entrada, o daños durante el transporte, almacenamiento y manipulación antes o durante la instalación.
5. Productos con defectos visibles que se cortaron o instalaron a pesar de ello.
6. Productos con un mantenimiento inadecuado que no cumplan las instrucciones y especificaciones de mantenimiento proporcionadas por Tarkett.
7. Productos cuya degradación se deba a un subsuelo irregular.
8. Diferencias de color, brillo y estructura en relieve entre los productos vendidos y las imágenes o muestras. En el caso de los contratos de compra, variaciones de fabricación, incluido el cambio de color entre diferentes lotes de producción.
9. Daños causados por manchas, quemaduras, cortes, ranuras, fricción, hendiduras accidentales, pérdida de color causada por los reverses de las alfombras, superficies pintadas, amarilleamiento relacionado con un producto externo (asfalto, alquitrán, etc.).
10. Desteñido o decoloración.
11. Defectos y daños causados por ruedas inadecuadas de sillas, mesas u otros muebles.
12. Coloración causada por las patas de muebles encerados que probablemente dejen marcas indelebles.
13. Hendiduras ocasionadas por tales elementos altos o puntiagudos.
14. Incumplimientos de los niveles de higrometría recomendados antes, durante y después de la instalación.
15. Manchas, decoloración o cualquier daño causado por la migración de los adhesivos.

OTROS
Esta Garantía Comercial expresa constituye la única garantía que proporciona Tarkett. Tarkett no ofrece ninguna otra garantía, ya sea explícita o implícita, de ningún tipo.

Esta Garantía Comercial sustituye a todas las conversaciones, negociaciones, pactos y acuerdos previos entre Tarkett y el cliente en relación con el objeto del mismo.

Ninguno de nuestros instaladores, almacenistas, distribuidores o empleados tiene la potestad de modificar las obligaciones, renunciaciones, exclusiones o limitaciones de esta Garantía Comercial expresa.

En la medida en que lo permita la legislación local, Tarkett no será responsable de la pérdida de beneficios, daños directos, indirectos, incidentales, especiales, consecuenciales o de otro tipo en virtud de esta Garantía Comercial o por cualquier causa, ya sea basada en la garantía, negligencia, incumplimiento del contrato, responsabilidad estricta o cualquier otra teoría legal.

Esta Garantía Comercial le otorga derechos específicos, y usted también puede tener derechos que pueden variar en función del país donde resida. En la medida en que esta Garantía Comercial no sea coherente con la legislación local, esta Garantía comercial se considerará modificada de conformidad con dicha legislación.

En virtud de dicha legislación local, es posible que algunas exenciones de responsabilidad y limitaciones no se apliquen al cliente. No obstante, el resto de las disposiciones de esta Garantía comercial seguirán siendo plenamente válidas y aplicables, y no se verán afectadas por ello.



NL

GARANTIES (5-20-25 jaar Commerciële Garantie)

Toepassingsgebied
Tarkett verleent voor een periode van **5, 20, 25 jaar**, afhankelijk van het Product, vanaf de datum van aankoop zoals vermeld op de factuur, de volgende Commerciële Garantie, onderhevig aan de hieronder vermelde voorwaarden, voor:

- Installatie in woonruimten:
• Voor producten in de gebruiksklasse 32 -> 20 jaar
• Voor producten in de gebruiksklasse 33 -> 25 jaar

Installatie in commerciële ruimtes:
Voor gebruiksklasse 32 en 33 -> **5 jaar**

(Hierna de "Producten").

Deze Commerciële Garantie is van toepassing op producten die zijn gekocht vanaf 1 januari 2022.

DEKKING
Tarkett garandeert de Producten tegen:

- Zichtbare gebreken, aangegeven aan Tarkett of aan de verkoper voordat ze worden gelegd, zoals: uiterlijke gebreken, structurele gebreken, onuitwisbare vlekken, gebreken aan de achterzijde, anders dan afdrukken op de achterzijde.
- Fabricagefouten die tijdens de Commerciële Garantieperiode aan Tarkett of de ver koper worden gemeld en die na verloop van tijd een abnormale verandering veroorzaken, zoals vroegtijdige slijtage.

TOEPASBAARHEIDSVORWAARDEN

Deze Commerciële Garantie is van toepassing op voorwaarde dat aan alle hierna vermelde voorwaarden is voldaan:

Installatie
Het Product moet geïnstalleerd zijn in overeenstemming met de Tarkett-instructies, de meest recente installatie-instructies en de laatste stand van de techniek.

Onderhoud
Het onderhoud moet zijn uitgevoerd in overeenstemming met de aanbevelingen van Tarkett die te vinden zijn in de installatie-instructies die bij het Product zijn geleverd of voor bezoek verkrijgbaar zijn. Het onderhoudsprogramma moet voorzien zijn van een adequate vuilbarrière op alle toegangspunten waar een toegang van buitenaf of vanuit zwaar vervuilde zones mogelijk is.

Gebruik
Het Product moet worden gebruikt in overeenstemming met het aanbevolen gebruik zoals gespecificeerd in de technische documentatie van Tarkett.

De accessoires, zoals voorbereiding van de ondervloer, lijmen en lasdraad moeten worden gebruikt in overeenstemming met de stand van de techniek en de meest recente leginstrucsies die van toepassing zijn op het Product.

COMMERCIELE GARANTIECLAIMS

Elk defect moet onmiddellijk schriftelijk worden gemeld aan Tarkett of de verkoper, in geen geval meer dan 30 dagen na ontdekking, op het volgende adres:

Tarkett - Taxandriaweg 15, 5142 PA Waalwijk - Netherlands

De claim moet vergezeld gaan van:

- een kopie van de factuur,
- het fabrieksnummer op de achterzijde van de planken en/of de verpakking;
- een of meer foto's en een nauwkeurige beschrijving van het geconstateerde defect of de vastgestelde fout.

Tarkett vervangt kosteloos elk defect Product als vóór de installatie blijkt dat hetProduct defect is.

Als het defect of de fout tijdens de installatie wordt ontdekt, moet de installatie onmiddellijk worden gestopt, anders geldt de Commerciële Garantie niet.

De klant moet een inspectie van het Product door Tarkett toestaan. Indien dit noodzakelijk wordt geacht, behoudt Tarkett zich het recht voor een monster te verlangen om het in zijn laboratoria te analyseren.

Voor elk defect dat wordt aangetroffen op een Product dat onder de Commerciële Garantie van Tarkettvalt, op voorwaarde dat het defect binnen het toepassingsgebied van de Commerciële Garantie blijkt te vallen en dat aan de toepassingsvoorwaarden is voldaan, wordt een vergoeding toegekend.

De vergoeding dekt de aankoopprijs van het Product, maar is exclusief de opnamekosten, de installatie- en demontagekosten (scheidingsselementen, meubilair ...), de legkosten en het materiaal dat eventueel wordt gebruikt voor het leggen (lijm, plinten ...).

De vergoeding is degressief in verhouding tot de verstreken tijd van de Commerciële Garantieperiode, rekening houdend met de afschrijving van het Product:

PT

GARANTIAS (5-20-25 Anos de Garantia Comercial)

ÂMBITO
Durante um período de **5, 20, 25 anos**, dependendo do produto, a partir da data de aquisição conforme especificado na fatura, a Tarkett fornece a seguinte Garantia Comercial sujeita aos termos e condições aqui especificados, para:

- Quando instalado em áreas residenciais:
• Para produtos na classe de utilização 32 -> 20 anos
• Para produtos na classe de utilização 33 -> 25 anos

Quando instalado em áreas comerciais:
Para a classe de utilização 33 -> **5 anos**

(doravante os "Produtos").

Esta Garantia Comercial aplica-se aos produtos adquiridos a partir de 1 de Janeiro de 2022.

COBERTURA
A Tarkett garante os Produtos contra:

- Defeitos aparentes, indicados à Tarkett ou revendedor antes do assentamento, tais como: defeitos de aspeto, defeitos estruturais, manchas indeléveis, defeitos na base, exceto impressões na base.
- Defeitos de fabrico, indicados à Tarkett ou revendedor durante o período de garantia comercial, causando após um certo período uma alteração anormal como desgaste precoce.

CONDIÇÕES DE APLICABILIDADE

Esta Garantia Comercial será aplicada desde que todas as seguintes condições tenham sido cumpridas:

Instalação
O Produto deve ter sido instalado de acordo com as instruções da Tarkett, as instruções de instalação mais recentes e as técnicas mais avançadas.

Manutenção
A manutenção deve ter sido efetuada de acordo com as recomendações da Tarkett que ser encontram nas instruções de instalação que acompanham o Produto ou disponíveis mediante pedido. O programa de manutenção deve contemplar uma barreira de sujidade adequada em todos os pontos de entrada onde seja possível uma entrada do exterior ou de áreas muito sujas.

Utilização
O Produto deve ser utilizado de acordo com as recomendações de utilização especificadas pela documentação técnica da Tarkett.

Os acessórios tais como a preparação do subpavimento, adesivos, varetas de solda, etc. devem ser usados de acordo com as técnicas mais avançadas e as instruções de colocação atualizadas aplicáveis ao Produto.

RECLAMAÇÕES AO ABRIGO DA GARANTIA COMERCIAL

Qualquer defeito deve ser imediatamente comunicado por escrito à Tarkett ou ao seu revendedor, e em caso algum mais de 30 dias após ser detetado, para o seguinte endereço:

Tarkett S.A Estrada Octávio Pato 2635-631 Rio de Mouro, Portugal

A reclamação deve ser acompanhada por:

- uma cópia da fatura,
- o número de série de fabrico mostrado no verso das tiras e/ou embalagem,
- uma ou mais fotografias e uma descrição precisa do defeito ou falha detetada.

A Tarkett deve substituir qualquer Produto com defeito sem quaisquer custos para o cliente se o Produto apresentar defeito antes da instalação.

Se o defeito ou falha for encontrada durante a instalação, a instalação deve ser interrompida imediatamente; caso contrário, a garantia comercial não poderá ser aplicada.

O cliente deve permitir uma inspeção do produto pela Tarkett. Se considerado necessário, a Tarkett reserva-se o direito de pedir uma amostra para a analisar nos seus laboratórios.

Para qualquer defeito encontrado num Produto coberto pela Garantia Comercial Tarkett, desde que o defeito esteja no âmbito da Garantia Comercial e as condições de aplicabilidade tenham sido cumpridas, deverá ser concedida uma compensação.

A compensação abrange o preço de compra do Produto, mas exclui os custos de levantamento, instalação, desmontagem (divisórias, móveis, etc.), e os custos de assentamento e dos materiais eventualmente utilizados para o assentamento (cola, rodapés, etc.).

A compensação deve ser decrescente em relação ao tempo decorrido do período de Garantia Comercial, tendo em conta a desvalorização do Produto:

IT

GARANZIE (5-20-25 anni di Garanzia Commerciale)

CONTENUTO

Per un periodo di **5, 20, 25 anni**, in base al Prodotto, a partire dalla data di acquisto indicata in fattura, Tarkett osserverà i seguenti termini di Garanzia Commerciale, soggetti ai termini e alle condizioni più avanti specificate, per i seguenti Prodotti:

- Installazione in aree residenziali:
• Per Prodotti con classe di utilizzo 32 -> 20 anni
• Per Prodotti con classe di utilizzo 33 -> 25 anni

Installazione in aree commerciali:
Per classi di utilizzo 32 e 33 -> **5 anni**

(Da qui in Avanti tali materiali saranno indicati come "Prodotti").

Questa Garanzia Commerciale è valida per i Prodotti acquistati a partire dal 1 gennaio 2022.

COPERTURA

Tarkett garantisce i Prodotti contro:

- Difetti visibili, indicati a Tarkett o al rivenditore prima dell'installazione: come difetti fisici e/o strutturali, macchie indelebili, difetti del supporto.
- Difetti di fabbricazione, segnalati a Tarkett o al rivenditore durante il periodo di validità della Garanzia, che causano cambiamenti anormali come la prematura usura del Prodotto.

TERMINI DI VALIDITÀ

Questa garanzia sarà applicabile solo se saranno rispettate tutte le condizioni di seguito indicate:

Installazione
Il Prodotto dovrà essere installato seguendo le istruzioni di installazione Tarkett più aggiornate.

Manutenzione
La manutenzione dovrà essere eseguita secondo le istruzioni di manutenzione Tarkett che si trovano nelle istruzioni di installazione allegate al Prodotto o disponibili su richiesta. Un adeguato programma di manutenzione deve inoltre prevedere l'utilizzo di idonei zerbini nei punti di contatto con l'esterno o con aree molto sporche.

Utilizzo
Il Prodotto deve essere utilizzato in accordo con le raccomandazioni, per l'uso specifico, fornite da Tarkett nella documentazione tecnica.

Ulteriori materiali come adesivi, cordoli di saldatura, preparazione del sottofondo ecc. devono essere utilizzati secondo quanto specificato dalle istruzioni di installazione aggiornate e all'avanguardia, applicabili al Prodotto.

RICHIESTA DI GARANZIA

Qualunque difetto dovrà essere prontamente notificato per iscritto a Tarkett o al rivenditore, e in nessun caso, oltre 30 giorni dal riscontro del difetto, al seguente indirizzo:

Tarkett Italia Spa – Via S. Anna 6, 05035 Narni Scalo (TR)

Indirizzo Posta Certificata: tarkett@legalmail.it

Il reclamo dovrà essere accompagnato da:

- Una copia della fatura,
- Il numero di serie posto sul retro e/o sull'imballaggio,
- Una o più fotografie ed un'accurata descrizione del difetto riscontrato.

Tarkett sostituirà il Prodotto difettoso senza spese aggiuntive, se il Prodotto risulterà effettivamente difettoso prima dell'installazione.

Se il difetto viene riscontrato durante l'installazione, questa dovrà essere immediatamente sospesa, all'impedimento la Garanzia non potrà essere applicata.

Il cliente dovrà permettere un'ispezione del Prodotto da parte di Tarkett. Qualora fosse ritenuto necessario, Tarkett si riserva il diritto di prelevare un campione del Prodotto in modo da poterlo analizzare nei propri laboratori.

Per qualsiasi difetto del Prodotto, coperto dalla Garanzia, ammesso che il difetto riscontrato sia in linea con i termini di applicabilità, sarà garantito un rimborso.

Il rimborso copre il costo di acquisto del Prodotto, ma esclude eventuali costi aggiuntivi, costi di smontaggio dell'installazione (smontaggio di mobili, tramezzi,...), il costo di installazione e dei materiali utilizzati per l'installazione (colla, battiscopa,...).

Il rimborso sarà elargito in base al tempo trascorso del periodo di Garanzia, tenendo conto del deprezzamento del Prodotto:

Voor Tarkett residential-reeks Woodstock PRO 833, 8 mm – 25 jaar Commerciële Garantie:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

Voor 8 mm, 9 mm en 10 mm Tarkett residential-reeksen Easy Line 832, Essentials 832, Woodstock 832, Woodstock XL 832, Woodstock XL 1032, Soundlogic 932 – 20 jaar Commerciële Garantie:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

UITSLUITINGEN VAN COMMERCIELE GARANTIE

De Commerciële Garantie is niet van toepassing op het volgende:

1. Producten verkocht als 'tweede keus' of anderszins als van lagere kwaliteit. Producten aangeboden als 'tweede keus' of anderszins als van lagere kwaliteit worden verkocht zoals ze zijn.
2. Gebreken ten gevolge van een onjuiste installatie, in strijd met de stand van de techniek en de actuele leginstructies die van toepassing zijn op het Product, gespecificeerd door Tarkett.
3. Producten die verkeerd zijn verwerkt of onjuist zijn bewaard.
4. Deze Commerciële Garantie vervalt als schade wordt veroorzaakt door brand, ongevallen, met inbegrip van agressieve chemische aanvalen, explosies, vervuiling, overstromingen, vriesomstandigheden, blikseminslag, nalatigheid, vandalisme of gebrek aan schoonlooppatten bij de ingang, of schade tijdens transport, opslag en hantering voor of tijdens de installatie.
5. Producten met zichtbare defecten die toch zijn gesneden of geïnstalleerd.
6. Producten die onjuist zijn onderhouden en niet voldoen aan de onderhoudsinstructies en –specificaties van Tarkett.
7. Producten waarvan de slijtage te wijten is aan een ongelijke ondervloer.
8. Verschillen in kleur, glans en reliëfstructuur tussen de verkochte producten en foto's of stalen. In het geval van inkoopcontracten, variatie in productie, inclusief kleurverandering tussen verschillende productiebatches.
9. Schade veroorzaakt door vlekken, brandplekken, sneden, groeven, wrijving, indrukken, kleurverlies veroorzaakt door tapijtruiggen, geschilderde oppervlakken, vergeling in verband met een extern product (asfalt, teer ...).
10. Vervagen en/of verkleuring.
11. Defecten en schade veroorzaakt door ongeschikte wielen van stoelen, tafels of ander meubilair.
12. Kleuren veroorzaakt door poten van gewaxte meubelstukken die onuitwisbare sporen kunnen achterlaten.
13. Indrukken door hoge hakken of naaldhakken
14. Het niet naleven van de aanbevolen hygrometrieniveaus vóór, tijdens en na de installatie.
15. Vlekken, verkleuring of schade veroorzaakt door de migratie van de lijmen.

DIVERSEN

Deze Commerciële Garantie vormt de enige garantie die door Tarkett wordt verleend. Tarkett verleent geen enkele andere garantie, expliciet noch impliciet, van welke aard dan ook.

Deze Commerciële Garantie vervangt alle eerdere besprekingen, onderhandelingen, afspraken en overeenkomsten tussen Tarkett en de klant met betrekking tot dit onderwerp.

Geen van onze installateurs, detailhandelaars, distributeurs of werknemers heeft het recht gekregen om de verplichtingen, disclaimers, uitsluitingen of beperkingen onder deze uitdrukkelijke Commerciële Garantie te wijzigen.

Voor zover toegestaan door de lokale wetgeving is Tarkett niet aansprakelijk voor winstderiving, directe, indirecte, incidentele, speciale, gevolg- of andere schade onder deze Commerciële Garantie of door welke oorzaak dan ook, ongeacht of deze gebaseerd is op van garantie, nalatigheid, contractbreuk, strikte aansprakelijkheid of enige andere juridische theorie.

Deze Commerciële Garantie geeft u specifieke rechten. Tevens kunt u rechten hebben die van land tot land verschillen.

Voor zover deze Commerciële Garantie niet in overeenstemming is met de lokale wetgeving, wordt deze CommerciëleGarantie geacht te zijn gewijzigd in overeenstemming met dergelijke lokale wetgeving. Volgens dergelijke lokale wetgeving zijn bepaalde disclaimers en beperkingen mogelijk niet van toepassing op de klant. De overige bepalingen van deze Commerciële Garantie blijven echter volledig van kracht en worden hierdoor niet beïnvloed.

Para a gama Tarkett Woodstock PRO 833 8 mm – 25 anos de Garantia Comercial:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

Para as gamas residenciais Tarkett de 8 mm, 9 mm e 10 mm Easy Line 832, Essentials 832, Woodstock 832, Woodstock XL 832, Woodstock XL 1032, Soundlogic 932, – 20 anos de Garantia Comercial:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

EXCLUSÕES DE GARANTIA COMERCIAL

A Garantia Comercial não se aplica ao seguinte:

1. Produtos vendidos de «refugo», «com imperfeições» ou não conformes, não de primeira qualidade. Refugo ou «com imperfeições» vendidos no estado em que se encontram.
2. Defeitos causados por uma instalação inadequada, contrariando as técnicas mais avançadas e as instruções de assentamento atualizadas aplicáveis ao produto, especificadas pela Tarkett.
3. Esta Garantia Comercial é nula e sem efeito se o dano for causado devido a incêndio, acidente, incluindo condições de ataque químico, explosão, poluição, inundação, congelamento, raios, negligência, vandalismo ou falta de tapete de barreira de entrada ou danos durante o transporte, armazenamento e manuseio inadequados antes ou durante a instalação.
4. Produtos com defeitos visíveis que mesmo assim foram cortados ou instalados.
5. Produtos que foram mantidos de forma incorreta, não cumprindo as instruções de manutenção e recomendações especificadas pela Tarkett.
6. Produtos cuja deterioração se deve a um subpavimento irregular.
7. Diferenças na cor, brilho e estrutura do relevo entre os Produtos vendidos e as imagens ou amostras. No caso de contratos de compra, variações no fabrico, incluindo alterações de cor entre os diferentes lotes de produção.
8. Danos causados por manchas, queimaduras, cortes, ranhuras, fricção, indentações acidentais, perda de cor provocada por bases de carpetes, superfícies pintadas, amarelecimento relacionado com um produto externo (asfalto, alcatrão, etc.).
9. Desbotamento e/ou descoloração.
10. Defeitos e danos originados pelos rodízios de cadeiras, mesas ou outro mobiliário inadequado.
11. A coloração causada por pés de peças enceradas de mobiliário suscetíveis de deixar marcas indeléveis.
12. Indentação causada por saltos altos ou pontiaguados.
13. Não cumprimento dos níveis de humidade recomendados antes, durante e após a instalação.
14. Manchas, descoloração ou quaisquer danos causados pela migração de colas.

DIVERSOS

Esta garantia Comercial limitada expressa constitui a única garantia disponibilizada pela Tarkett. A Tarkett não oferece nenhuma outra garantia, expressa ou implícita, de qualquer tipo.

Esta Garantia Comercial substitui todas as conversações, negociações, entendimentos e acordos anteriores entre a Tarkett e o cliente em relação ao assunto aqui tratado.

A nenhum dos nossos técnicos de instalação, revendedores, distribuidores ou colaboradores foi concedido o direito de modificar as obrigações, isenções de responsabilidade, exclusões ou limitações sob esta Garantia Comercial expressa.

Na medida do permitido pela lei local, a Tarkett não será responsável por perda de lucros, diretos, indiretos, incidentais, especiais, consequentes ou outros danos ao abrigo da presente Garantia Comercial ou de qualquer outra causa, seja baseada na garantia, negligência, quebra de contrato, responsabilidade estrita ou qualquer outra teoria legal.

Esta Garantia Comercial oferece direitos específicos e também pode ter direitos que variam de país para país.

Na medida em que esta Garantia Comercial seja inconsistente com a lei local, esta Garantia Comercial será considerada modificada para ser consistente com a lei local. De acordo com a legislação local, certas isenções de responsabilidade e limitações podem não se aplicar ao cliente. No entanto, as restantes disposições desta Garantia Comercial permanecerão em pleno vigor e efeito e não deverão ser por isso afetadas.



DK

GARANTIER

For garantibetingelserne i Danmark, se venligst Tarketts hjemmeside. www.tarkett.dk

SE

GARANTIER

För garantidetaljer i Sverige, vänligen se Tarketts svenska hemsida

FI

TAKUUT

Katso takuuehdot Tarkett Suomen nettisivuilta

NO

GARANTIER

For garantidetaljer på norsk, vennligst sjekk Tarkett's Norske nettside

GR

5-20-25 ΕΤΗ ΕΜΠΟΡΙΚΗ ΕΓΓΥΗΣΗ

ΕΦΑΡΜΟΓΗ
Για μια περίοδο **5, 20, 25 ετών**, ανάλογα με το προϊόν, και την ημερομηνία αγοράς όπως καθορίζεται στο τιμολόγιο αγοράς, η Tarkett προσφέρει την ακόλουθη Εμπορική Εγγύηση, υπό τους όρους & τις προϋποθέσεις που καθορίζονται στο παρόν ως εξής:

Όταν εγκαθίστανται σε χώρους οικιακής χρήσης:

- Για προϊόντα με κλάση χρήσης 32 -> **5 έτη**
- Για προϊόντα με κλάση χρήσης 33 -> **25 έτη**

Όταν εγκαθίστανται σε χώρους επαγγελματικής χρήσης:

Σε κλάση χρήσης 32 και 33 -> **5 έτη**

(στο εξής θα αναφέρονται ως **"Προϊόντα"**)

Αυτή η Εμπορική Εγγύηση ισχύει για Προϊόντα που αγοράστηκαν από την 1η Ιανουαρίου 2022 και έπειτα.

ΚΑΛΥΨΗ

Η Tarkett εγγυάται για τα προϊόντα έναντι:

- Ελλειψμάτων που υποδεικνύονται στην Tarkett ή στον έμπορο λιανικής πώλησης πριν από την τοποθέτηση, όπως: ελαττώματα εμφάνισης, δομικά ελαττώματα, ακανόνιστοι λεκέδες, ελαττώματα στο υπόστρωμα εκτός από τις οπίσθιες εντυπώσεις.
- Ελαττωμάτων κατασκευής, που υποδεικνύονται στην Tarkett ή στον έμπορο λιανικής κατά τη διάρκεια της περιόδου της Εμπορικής Εγγύησης, προκαλώντας μη φυσιολογική αλλαγή και μη φυσιολογική φθορά.

ΠΡΟΫΠΟΘΕΣΕΙΣ ΚΑΛΥΨΗΣ

Η παρούσα Εμπορική Εγγύηση ισχύει υπό τον όρο ότι έχουν τηρηθεί όλες οι προϋποθέσεις που αναφέρονται παρακάτω:

Εγκατάσταση

Το προϊόν πρέπει να έχει εγκατασταθεί σύμφωνα με τις οδηγίες της Tarkett και σύμφωνα με τις πιο πρόσφατες οδηγίες εγκατάστασης.

Συντήρηση

Η συντήρηση πρέπει να γίνεται σύμφωνα με τις συστάσεις της Tarkett που είναι διαθέσιμες στις οδηγίες εγκατάστασης που συνοδεύουν το προϊόν ή είναι διαθέσιμες κατόπιν αιτήματος. Το πρόγραμμα συντήρησης πρέπει να περιλαμβάνει και να λειτουργεί προληπτικά ως προς την εισοδο βρωμιάς σε όλα τα σημεία εισόδου από εξωτερικούς χώρους ή από περιοχές με βαθύ ρύπανση.

Χρήση

Το προϊόν πρέπει να χρησιμοποιείται σύμφωνα με τη συνιστώμενη χρήση που καθορίζεται από την σχετικά τεχνική τεκμηρίωση της Tarkett. Τα ελαττώματα που χρησιμοποιούνται κατά την προετοιμασία υποστρώματος όπως τα συγκολλητικά, τα σοβάτεπι κ.λπ. πρέπει να χρησιμοποιούνται σύμφωνα με την τεχνολογία και με τις ενημερωμένες οδηγίες τοποθέτησης που ισχύουν για το προϊόν.

ΑΠΑΙΤΗΣΕΙΣ ΣΥΜΦΩΝΑ ΜΕ ΤΗΝ ΕΜΠΟΡΙΚΗ ΕΓΓΥΗΣΗ

Κάθε απαίτηση πρέπει να κοινοποιείται αμέσως γραπτώς στην Tarkett ή στον έμπορο λιανικής πώλησης και σε καμία περίπτωση σε διάστημα μεγαλύτερο των **30 ημερών** από την διαπίστωση της, στην ακόλουθη διεύθυνση:

Tarkett Μονοπρόσωπη ΕΠΕ, Περικλή Σταύρου 1, 11524, Αθήνα

Η απαίτηση πρέπει να συνοδεύεται από:

- αντίγραφο του τιμολογίου
- τον αυθεντικό αριθμό κατασκευής που εμφανίζεται στην πίσω πλευρά των λωρίδων ή/και της συσκευασίας
- μία ή περισσότερες φωτογραφίες και ακριβή περιγραφή του ελαττώματος ή του σφάλματος που εντοπίστηκε.

Η Tarkett θα αντικαταστήσει οποιοδήποτε ελαττωματικό προϊόν, χωρίς χρέωση, εάν το προϊόν αποδειχθεί ελαττωματικό πριν από την εγκατάσταση.

Εάν το ελάττωμα ή το σφάλμα εντοπιστεί κατά την εγκατάσταση, η εγκατάσταση πρέπει να διακοπεί αμέσως. Διαφορετικά η Εμπορική Εγγύηση δεν ισχύει.

Ο πελάτης οφείλει να επιτρέψει την επιθεώρηση του προϊόντος από πρόσωπο εξουσιοδοτημένο από την Tarkett.

Ελαττώματα που διαπιστώθηκε σε προϊόν που καλύπτεται από την Εμπορική Εγγύηση αποζημιώνεται, με την προϋπόθεση ότι το ελάττωμα διαπιστώθηκε ότι εμπίπτει στο πεδίο εφαρμογής της Εμπορικής Εγγύησης και ότι πληρούνται οι όροι εφαρμογής.

Η αποζημίωση καλύπτει την τιμή αγοράς του προϊόντος, αλλά δεν συμπεριλαμβάνει το κόστος ανάλισης, την εγκατάσταση, το κόστος αποξήλωσης (χωρίσματα, έπιπλα κτλ), το κόστος τοποθέτησης και το υλικό που ενδεχομένως χρησιμοποιείται για τοποθέτηση (κόλλα,σοβάτεπι κτλ).

Η αποζημίωση θα είναι φθίνουσα σε σχέση με το χρονικό διάστημα της περιόδου Εμπορικής Εγγύησης, λαμβάνοντας υπόψη την απόσβεση του προϊόντος βάσει του παρακάτω πίνακα:

Για προϊόντα Tarkett οικιακής χρήσης Woodstock PRO 833, 8mm – 25 έτη Εμπορική Εγγύηση:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

Για προϊόντα οικιακής χρήσης 8 mm, 9mm και 10 mm Tarkett Easy Line 832, Essentials 832, Woodstock 832, Woodstock XL 832, Woodstock XL 1032, Soundlogic 932 – 20 έτη Εμπορική Εγγύηση:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10

ΕΞΑΙΡΕΣΕΙΣ ΑΠΟ ΤΗΝ ΕΜΠΟΡΙΚΗ ΕΓΓΥΗΣΗ

Η Εμπορική Εγγύηση δεν ισχύει στις ακόλουθες περιπτώσεις:

1. Προϊόντα "δεύτερης διαλογής", "μη κανονικά", μη πρώτης ποιότητας. Τα εμπορεύματα αυτά πωλούνται ως έχουν.
2. Ελαττώματα που προκλήθηκαν από ακατάλληλη εγκατάσταση. Το προϊόν πρέπει να έχει εγκατασταθεί σύμφωνα με τις οδηγίες της Tarkett και σύμφωνα με τις πιο πρόσφατες οδηγίες εγκατάστασης και σύγχρονες τεχνικές.
3. Προϊόντα που υποβάλλονται σε κακή μεταχείριση ή προϊόντα ακατάλληλα αποθηκευμένα.
4. Η παρούσα Εμπορική Εγγύηση είναι άκυρη εάν προκαλούνται ζημιές εξαιτίας πυρκαγιάς, ατυχήματος, συμπεριλαμβανομένης της επιθετικής χημικής επίθεσης, της έκρηξης, της ρύπανσης, των πλημμυρών, των συνθηκών ψύξης, της αστραπής, της απροσεξίας, του βανδαλισμού ή ή ζημιάς που προκαλείται κατά την αποθήκευση και τον χειρισμό πριν ή κατά τη διάρκεια της εγκατάστασης.
5. Προϊόντα με ορατά ελαττώματα που έχουν κοπεί ή εγκατασταθεί παρ' όλα αυτά.
6. Προϊόντα που έχουν υποστεί λάθος συντήρηση και δεν συμμορφώνονται με τις οδηγίες συντήρησης και τις προδιαγραφές που συντάχθηκαν από την Tarkett.
7. Προϊόντα για τα οποία η φθορά οφείλεται σε ανώμαλο υπόστρωμα.
8. Διαφορές στο χρώμα, τη στιλπνότητα και τη δομή ανάγλυφου μεταξύ των προϊόντων που πωλούνται και των εικόνων ή των δειγμάτων. Σε περίπτωση συμβάσεων αγοράς, μεταβολές στη μεταποίηση, συμπεριλαμβανομένης της αλλαγής χρώματος μεταξύ διαφορετικών παρτίδων παραγωγής.
9. Ζημιές που προκαλούνται από λεκέδες, εγκαύματα, κοψίματα, αυλάκια, τριβές, τυχαίες οδοντώσεις, απώλεια χρώματος που προκαλείται από πλάτη χαλιού, βαμμένες επιφάνειες, κιτριναίσα που σχετίζεται με εξωτερικό προϊόν (ασφάλτο, πίσσα, κτλ).
10. Μεταβολή στην εμφάνιση ή αποχρωματισμός
11. Ελαττώματα και ζημιές που προκαλούνται από ακατάλληλους τροχούς καρέκλας, τραπεζιών ή άλλων επίπλων.
12. Χρωματισμός που προκαλείται από τα πόδια κερωμένων επίπλων που ενδέχεται να αφήσουν ανεξίτηλα σημάδια.
13. Εσοχή από ψηλά ή καρφωμένα τακούνια.
14. Μη τήρηση των συνιστώμενων επιπέδων υγραμετρίας πριν, κατά τη διάρκεια και μετά την εγκατάσταση.
15. Κηλίδες, αποχρωματισμός ή οποιαδήποτε ζημιά που προκαλείται από τη μεταφορά συγκολλητικών ουσιών.

ΔΙΑΦΟΡΑ

Η παρούσα Εμπορική Εγγύηση αποτελεί τη μοναδική εγγύηση που παρέχεται από την Tarkett. Η Tarkett δεν παρέχει καμία άλλη εγγύηση, ρητή ή σιωπηρή, οποιονδήποτε είδους.

Η παρούσα Εμπορική Εγγύηση αντικαθιστά όλες τις προηγούμενες συζητήσεις, τις διαπραγματεύσεις κατανόησης και τις συμφωνίες μεταξύ της Tarkett και του πελάτη σχετικά με το αντικείμενο της παρούσας.

Κανείς από τους εγκαταστάτες μας, τους εμπόρους λιανικής πώλησης, τους διανομείς ή τους υπαλλήλους μας δεν έχει το δικαίωμα να τροποποιήσει την Εμπορική αυτή Εγγύηση.

Στο βαθμό που επιτρέπεται από την τοπική νομοθεσία, η Tarkett δεν θα ευθύνεται για απώλεια κερδών, άμεσων, έμμεσων, παρεπόμενων, ειδικών, επακόλουθων ή άλλων ζημιών βάσει της παρούσας Εμπορικής Εγγύησης ή για οποιονδήποτε λόγο, είτε βάσει εγγύησης, αμέλειας, αντικειμενικής ευθύνης ή οποιαδήποτε άλλη νομικής θεωρίας.

Η παρούσα Εμπορική Εγγύηση παρέχει συγκεκριμένα δικαιώματα τα οποία ενδέχεται να διαφέρουν από χώρα σε χώρα.

Στο βαθμό που αυτή η Εμπορική Εγγύηση είναι ασυμβίβαστη με έναν τοπικό νόμο, αυτή η περιορισμένη εγγύηση θα θεωρείται τροποποιημένη ώστε να είναι σύμφωνη με τον τοπικό νόμο. Σύμφωνα με τον τοπικό νόμο, ορισμένες αποποιήσεις και περιορισμοί αυτής της εγγύησης ενδέχεται να μην ισχύουν για τον πελάτη. Παρόλα αυτά, οι υπόλοιπες διατάξεις της παρούσας Εμπορικής Εγγύησης παραμένουν σε πλήρη ισχύ και δεν επηρεάζονται από αυτήν.

PL WARRANTIES (5-20-25 Years Commercial Guarantee)

SCOPE

For a period of **5, 20, 25 years**, depending on the Product, from the date of purchase as specified on the invoice, Tarkett provides the following Commercial Guarantee, subject to the terms and conditions specified here in, for:

When installed in residential areas:

- For products in class of use 32 -> 20 years
- For products in class of use 33 -> 25 years

When installed in commercial areas:

For class of use 32 and 33 -> **5 years**

(Here in after the **"Products"**).

This limited Warranty applies to Products purchased as from January 1st 2022.

COVERAGE

Tarkett warrants the Products against:

- Apparent defects, indicated to Tarkett or to the retailer prior to laying, such as: defects of appearance, structural defects, indelible stains, defects on the backing, other than backing impressions.
- Manufacturing defects, indicated to Tarkett or to the retailer during the Commercial Guarantee period, causing after a time an abnormal change such as early wear.

CONDITIONS OF APPLICABILITY

This Commercial Guarantee will apply provided that all the conditions hereinafter mentioned have been observed:

Installation

The Product must have been installed in accordance with Tarkett instructions, with the most recent installation instructions and with the state of art.

Maintenance

Maintenance must have been carried out in accordance with Tarkett recommendations that will be found in the installation instructions accompanying the Product or available on request. The maintenance program must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas is possible.

Use

The Product must be used in accordance with the recommended use specified by Tarkett technical documentation.

The accessories such as subfloor preparation, adhesives, welding rods etc. shall be used in accordance with the state of art and with the updated laying instructions applicable to the Product.

CLAIMS UNDER COMMERCIAL GUARANTEE

Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, in more than 30 days after it is discovered, to the following address:

**Katarzyna Ćwik
Tarkett Polska Sp. z o.o.
ul. Karolkowa 30
01-207 Warsaw
Poland**

The claim must be accompanied by:

- a copy of the invoice,
- the manufacturing serial number shown on the reverse of the strips and/or packaging,
- one or more photographs and an accurate description of the defect or fault detected.

Tarkett shall replace any defective Product, at no charge, if the Product is proven to be defective prior to installation.

If the defect or fault is discovered during installation, installation must be stopped immediately; otherwise the Commercial Guarantee shall not apply.

The customer must permit an inspection of the Product by Tarkett. If deemed necessary, Tarkett reserves its right to require a sampling in order to analyze it in its laboratories.

For any defect found on a Product covered by the Tarkett Commercial Guarantee, provided that the defect is found to be in the scope of the Commercial Guarantee, and the conditions of applicability, have been met, compensation shall be granted.

The compensation covers the purchase price of the Product, but excludes the taking up cost, the installation, dismantling cost (partitions, furniture...), the cost of laying and of the material possibly used for laying (glue, skirting boards...).

The compensation shall be digressive relative to the elapsed time of the Commercial Guarantee period, taking into account the depreciation of the Product:

For Tarkett residential range Woodstock PRO 833, 8mm – 25 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

For 8 mm, 9mm and 10 mm Tarkett residential ranges Easy Line 832, Essentials 832, Woodstock 832, Woodstock XL 832, Woodstock XL 1032, Soundlogic 932 – 20 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10

EXCLUSIONS FROM COMMERCIAL GUARANTEE

The Commercial Guarantee does not apply to the following:

1. Products sold of "Seconds", "Off Goods" or other irregular, non first quality. "Seconds" or "Off goods" are sold "as is".
2. Defects caused by an improper installation, contravening the state of art and the updated laying instructions applicable to the Product, specified by Tarkett.
3. Mishandled Products or unsuitable stored.
4. This Commercial Guarantee is null and void if damage is caused as a result of fire, accident, including aggressive chemical attack, explosion, pollution, flood, freezing conditions, lightning, carelessness, vandalism or lack of entrance barrier matting, or damage during transport, storage and handling before or during installation.
5. Products with visible defects that were cut or installed nonetheless.
6. Products that have been improperly maintained, not complying with the maintenance instructions and specifications made by Tarkett.
7. Products for which deterioration is due to an uneven subfloor.
8. Differences in colour, gloss and embossing structure between the products sold and pictures or samples. In case of purchasing contracts, variation in manufacturing, including colour change between different productions batches.
9. Damages caused by stains, burns, cuts, grooves, friction, accidental indentations, loss of colour caused by carpet backs, painted surfaces, yellowing related to an external product (asphalt, tar...).
10. Fading and/or discoloration.
11. Defects and damages caused by inappropriate castors of chairs, tables or other furniture.
12. Colouring caused by feet of waxed pieces of furniture likely to leave indelible marks.
13. Indentation from high or spiked heels.
14. Failure to comply with the recommended hygrometry levels before, during and after installation.
15. Stains, discoloration or any damages caused by the migration of the adhesives.

MISCELLANEOUS

This Commercial Guarantee constitutes the sole warranty provided by Tarkett. Tarkett makes no other warranty, either express or implied, of any kind.

This Commercial Guarantee supersedes all prior discussions, negotiations, understandings and agreements between Tarkett and the customer concerning the subject matter hereof.

None of our installers, retailers, distributors or employees has been granted the right to modify the obligations, disclaimers, exclusions or limitations under this express Commercial Guarantee.

To the extent allowed by local law, Tarkett shall not be liable for loss of profits, direct, indirect, incidental, special, consequential or other damages under this Commercial Guarantee or from any cause whatsoever, whether based upon warranty, negligence, breach of contract, strict liability or any other legal theory.

This Commercial Guarantee gives you specific rights, and you may also have rights which may vary from country to country.

To the extent that this Commercial Guarantee is inconsistent with a local law, this Commercial Guarantee shall be deemed modified to be consistent with such local law.

Under such local law, certain disclaimers and limitations may not apply to the customer.

Nevertheless, the remainder provisions of this Commercial Guarantee shall remain in full force and effect and shall not be affected thereby.

HU

WARRANTIES (5-20-25 Years Commercial Guaranteee)

SCOPE
For a period of **5, 20, 25 years**, depending on the Product, from the date of purchase as specified on the invoice, Tarkett provides the following Commercial Guarantee, subject to the terms and conditions specified here in, for:

- When installed in residential areas:
- For products in class of use 32 -> 20 years
 - For products in class of use 33 -> 25 years

When installed in commercial areas:
For class of use 32 and 33 -> **5 years**

(Here in after the "**Products**").

This limited Warranty applies to Products purchased as from January 1st 2022.

COVERAGE
Tarkett warrants the Products against:

- Apparent defects, indicated to Tarkett or to the retailer prior to laying, such as: defects of appearance, structural defects, indelible stains, defects on the backing, other than backing impressions.
- Manufacturing defects, indicated to Tarkett or to the retailer during the Commercial Guarantee period, causing after a time an abnormal change such as early wear.

CONDITIONS OF APPLICABILITY
This Commercial Guarantee will apply provided that all the conditions hereinafter mentioned have been observed:

Installation
The Product must have been installed in accordance with Tarkett instructions, with the most recent installation instructions and with the state of art.

Maintenance
Maintenance must have been carried out in accordance with Tarkett recommendations that will be found in the installation instructions accompanying the Product or available on request. The maintenance program must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas is possible.

Use
The Product must be used in accordance with the recommended use specified by Tarkett technical documentation.

The accessories such as subfloor preparation, adhesives, welding rods etc. shall be used in accordance with the state of art and with the updated laying instructions applicable to the Product.

CLAIMS UNDER COMMERCIAL GUARANTEE
Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, in more than 30 days after it is discovered, to the following address:

Tarkett Hungary
1031 Budapest,
Záhony utca 7
Hungary

The claim must be accompanied by:

- a copy of the invoice,
- the manufacturing serial number shown on the reverse of the strips and/or packaging,
- one or more photographs and an accurate description of the defect or fault detected.

Tarkett shall replace any defective Product, at no charge, if the Product is proven to be defective prior to installation.

If the defect or fault is discovered during installation, installation must be stopped immediately; otherwise the Commercial Guarantee shall not apply.

The customer must permit an inspection of the Product by Tarkett. If deemed necessary, Tarkett reserves its right to require a sampling in order to analyze it in its laboratories.

For any defect found on a Product covered by the Tarkett Commercial Guarantee, provided that the defect is found to be in the scope of the Commercial Guarantee, and the conditions of applicability, have been met, compensation shall be granted.

The compensation covers the purchase price of the Product, but excludes the taking up cost, the installation, dismantling cost (partitions, furniture...), the cost of laying and of the material possibly used for laying (glue, skirting boards...).

SK

WARRANTIES (5-20-25 Years Commercial Guarantee)

SCOPE
For a period of **5, 20, 25 years**, depending on the Product, from the date of purchase as specified on the invoice, Tarkett provides the following Commercial Guarantee, subject to the terms and conditions specified here in, for:

- When installed in residential areas:
- For products in class of use 32 -> 20 years
 - For products in class of use 33 -> 25 years

When installed in commercial areas:
For class of use 32 and 33 -> **5 years**

(Here in after the "**Products**").

This limited Warranty applies to Products purchased as from January 1st 2022.

COVERAGE
Tarkett warrants the Products against:

- Apparent defects, indicated to Tarkett or to the retailer prior to laying, such as: defects of appearance, structural defects, indelible stains, defects on the backing, other than backing impressions.
- Manufacturing defects, indicated to Tarkett or to the retailer during the Commercial Guarantee period, causing after a time an abnormal change such as early wear.

CONDITIONS OF APPLICABILITY
This Commercial Guarantee will apply provided that all the conditions hereinafter mentioned have been observed:

Installation
The Product must have been installed in accordance with Tarkett instructions, with the most recent installation instructions and with the state of art.

Maintenance
Maintenance must have been carried out in accordance with Tarkett recommendations that will be found in the installation instructions accompanying the Product or available on request. The maintenance program must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas is possible.

Use
The Product must be used in accordance with the recommended use specified by Tarkett technical documentation.

The accessories such as subfloor preparation, adhesives, welding rods etc. shall be used in accordance with the state of art and with the updated laying instructions applicable to the Product.

CLAIMS UNDER COMMERCIAL GUARANTEE
Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, in more than 30 days after it is discovered, to the following address:

Tarkett - organizacna zlozka
Vajnorska 100/B
83104 Bratislava
Slovakia

The claim must be accompanied by:

- a copy of the invoice,
- the manufacturing serial number shown on the reverse of the strips and/or packaging,
- one or more photographs and an accurate description of the defect or fault detected.

Tarkett shall replace any defective Product, at no charge, if the Product is proven to be defective prior to installation.

If the defect or fault is discovered during installation, installation must be stopped immediately; otherwise the Commercial Guarantee shall not apply.

The customer must permit an inspection of the Product by Tarkett. If deemed necessary, Tarkett reserves its right to require a sampling in order to analyze it in its laboratories.

For any defect found on a Product covered by the Tarkett Commercial Guarantee, provided that the defect is found to be in the scope of the Commercial Guarantee, and the conditions of applicability, have been met, compensation shall be granted.

The compensation covers the purchase price of the Product, but excludes the taking up cost, the installation, dismantling cost (partitions, furniture...), the cost of laying and of the material possibly used for laying (glue, skirting boards...).

LT

WARRANTIES (5-20-25 Years Commercial Guarantee)

SCOPE
For a period of **5, 20, 25 years**, depending on the Product, from the date of purchase as specified on the invoice, Tarkett provides the following Commercial Guarantee, subject to the terms and conditions specified here in, for:

- When installed in residential areas:
- For products in class of use 32 -> 20 years
 - For products in class of use 33 -> 25 years

When installed in commercial areas:
For class of use 32 and 33 -> **5 years**

(Here in after the "**Products**").

This limited Warranty applies to Products purchased as from January 1st 2022.

COVERAGE
Tarkett warrants the Products against:

- Apparent defects, indicated to Tarkett or to the retailer prior to laying, such as: defects of appearance, structural defects, indelible stains, defects on the backing, other than backing impressions.
- Manufacturing defects, indicated to Tarkett or to the retailer during the Commercial Guarantee period, causing after a time an abnormal change such as early wear.

CONDITIONS OF APPLICABILITY
This Commercial Guarantee will apply provided that all the conditions hereinafter mentioned have been observed:

Installation
The Product must have been installed in accordance with Tarkett instructions, with the most recent installation instructions and with the state of art.

Maintenance
Maintenance must have been carried out in accordance with Tarkett recommendations that will be found in the installation instructions accompanying the Product or available on request. The maintenance program must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas is possible.

Use
The Product must be used in accordance with the recommended use specified by Tarkett technical documentation.

The accessories such as subfloor preparation, adhesives, welding rods etc. shall be used in accordance with the state of art and with the updated laying instructions applicable to the Product.

CLAIMS UNDER COMMERCIAL GUARANTEE
Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, in more than 30 days after it is discovered, to the following address:

Tarkett Lithuania
Savanorių 363-204
49425 Kaunas
Lithuania

The claim must be accompanied by:

- a copy of the invoice,
- the manufacturing serial number shown on the reverse of the strips and/or packaging,
- one or more photographs and an accurate description of the defect or fault detected.

Tarkett shall replace any defective Product, at no charge, if the Product is proven to be defective prior to installation.

If the defect or fault is discovered during installation, installation must be stopped immediately; otherwise the Commercial Guarantee shall not apply.

The customer must permit an inspection of the Product by Tarkett. If deemed necessary, Tarkett reserves its right to require a sampling in order to analyze it in its laboratories.

For any defect found on a Product covered by the Tarkett Commercial Guarantee, provided that the defect is found to be in the scope of the Commercial Guarantee, and the conditions of applicability, have been met, compensation shall be granted.

The compensation covers the purchase price of the Product, but excludes the taking up cost, the installation, dismantling cost (partitions, furniture...), the cost of laying and of the material possibly used for laying (glue, skirting boards...).

The compensation shall be digressive relative to the elapsed time of the Commercial Guarantee period, taking into account the depreciation of the Product:

For Tarkett residential range Woodstock PRO 833, 8mm – 25 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

For 8 mm, 9mm and 10 mm Tarkett residential ranges Easy Line 832, Essentials 832, Woodstock 832, Woodstock XL 832, Woodstock XL 1032, Soundlogic 932 – 20 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

EXCLUSIONS FROM COMMERCIAL GUARANTEE
The Commercial Guarantee does not apply to the following:

1. Products sold of "Seconds", "Off Goods" or other irregular, non first quality. "Seconds" or "Off goods" are sold "as is".
2. Defects caused by an improper installation, contravening the state of art and the updated laying instructions applicable to the Product, specified by Tarkett.
3. Mishandled Products or unsuitable stored.
4. This Commercial Guarantee is null and void if damage is caused as a result of fire, accident, including aggressive chemical attack, explosion, pollution, flood, freezing conditions, lightning, carelessness, vandalism or lack of entrance barrier matting, or damage during transport, storage and handling before or during installation.
5. Products with visible defects that were cut or installed nonetheless.
6. Products that have been improperly maintained, not complying with the maintenance instructions and specifications made by Tarkett.
7. Products for which deterioration is due to an uneven subfloor.
8. Differences in colour, gloss and embossing structure between the products sold and pictures or samples. In case of purchasing contracts, variation in manufacturing, including colour change between different productions batches.
9. Damages caused by stains, burns, cuts, grooves, friction, accidental indentations, loss of colour caused by carpet backs, painted surfaces, yellowing related to an external product (asphalt, tar,...).
10. Fading and/or discoloration.
11. Defects and damages caused by inappropriate castors of chairs, tables or other furniture.
12. Colouring caused by feet of waxed pieces of furniture likely to leave indelible marks.
13. Indentation from high or spiked heels.
14. Failure to comply with the recommended hygrometry levels before, during and after installation.
15. Stains, discoloration or any damages caused by the migration of the adhesives.

MISCELLANEOUS
This Commercial Guarantee constitutes the sole warranty provided by Tarkett. Tarkett makes no other warranty, either express or implied, of any kind.

This Commercial Guarantee supersedes all prior discussions, negotiations, understandings and agreements between Tarkett and the customer concerning the subject matter hereof.

None of our installers, retailers, distributors or employees has been granted the right to modify the obligations, disclaimers, exclusions or limitations under this express Commercial Guarantee.

To the extent allowed by local law, Tarkett shall not be liable for loss of profits, direct, indirect, incidental, special, consequential or other damages under this Commercial Guarantee or from any cause whatsoever, whether based upon warranty, negligence, breach of contract, strict liability or any other legal theory.

This Commercial Guarantee gives you specific rights, and you may also have rights which may vary from country to country.

To the extent that this Commercial Guarantee is inconsistent with a local law, this Commercial Guarantee shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations may not apply to the customer. Nevertheless, the remainder provisions of this Commercial Guarantee shall remain in full force and effect and shall not be affected thereby.

The compensation shall be digressive relative to the elapsed time of the Commercial Guarantee period, taking into account the depreciation of the Product:

For Tarkett residential range Woodstock PRO 833, 8mm – 25 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

For 8 mm, 9mm and 10 mm Tarkett residential ranges Easy Line 832, Essentials 832, Woodstock 832, Woodstock XL 832, Woodstock XL 1032, Soundlogic 932 – 20 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

EXCLUSIONS FROM COMMERCIAL GUARANTEE
The Commercial Guarantee does not apply to the following:

1. Products sold of "Seconds", "Off Goods" or other irregular, non first quality. "Seconds" or "Off goods" are sold "as is".
2. Defects caused by an improper installation, contravening the state of art and the updated laying instructions applicable to the Product, specified by Tarkett.
3. Mishandled Products or unsuitable stored.
4. This Commercial Guarantee is null and void if damage is caused as a result of fire, accident, including aggressive chemical attack, explosion, pollution, flood, freezing conditions, lightning, carelessness, vandalism or lack of entrance barrier matting, or damage during transport, storage and handling before or during installation.
5. Products with visible defects that were cut or installed nonetheless.
6. Products that have been improperly maintained, not complying with the maintenance instructions and specifications made by Tarkett.
7. Products for which deterioration is due to an uneven subfloor.
8. Differences in colour, gloss and embossing structure between the products sold and pictures or samples. In case of purchasing contracts, variation in manufacturing, including colour change between different productions batches.
9. Damages caused by stains, burns, cuts, grooves, friction, accidental indentations, loss of colour caused by carpet backs, painted surfaces, yellowing related to an external product (asphalt, tar,...).
10. Fading and/or discoloration.
11. Defects and damages caused by inappropriate castors of chairs, tables or other furniture.
12. Colouring caused by feet of waxed pieces of furniture likely to leave indelible marks.
13. Indentation from high or spiked heels.
14. Failure to comply with the recommended hygrometry levels before, during and after installation.
15. Stains, discoloration or any damages caused by the migration of the adhesives.

MISCELLANEOUS
This Commercial Guarantee constitutes the sole warranty provided by Tarkett. Tarkett makes no other warranty, either express or implied, of any kind.

This Commercial Guarantee supersedes all prior discussions, negotiations, understandings and agreements between Tarkett and the customer concerning the subject matter hereof.

None of our installers, retailers, distributors or employees has been granted the right to modify the obligations, disclaimers, exclusions or limitations under this express Commercial Guarantee.

To the extent allowed by local law, Tarkett shall not be liable for loss of profits, direct, indirect, incidental, special, consequential or other damages under this Commercial Guarantee or from any cause whatsoever, whether based upon warranty, negligence, breach of contract, strict liability or any other legal theory.

This Commercial Guarantee gives you specific rights, and you may also have rights which may vary from country to country.

To the extent that this Commercial Guarantee is inconsistent with a local law, this Commercial Guarantee shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations may not apply to the customer. Nevertheless, the remainder provisions of this Commercial Guarantee shall remain in full force and effect and shall not be affected thereby.



LV

WARRANTIES (5-20-25 Years Commercial Guarantee)

SCOPE
For a period of **5, 20, 25 years**, depending on the Product, from the date of purchase as specified on the invoice, Tarkett provides the following Commercial Guarantee, subject to the terms and conditions specified here in, for:

When installed in residential areas:
• For products in class of use 32 -> 20 years
• For products in class of use 33 -> 25 years

When installed in commercial areas:
For class of use 32 and 33 -> **5 years**

(Here in after the "**Products**").

This limited Warranty applies to Products purchased as from January 1st 2022.

COVERAGE
Tarkett warrants the Products against:

- Apparent defects, indicated to Tarkett or to the retailer prior to laying, such as: defects of appearance, structural defects, indelible stains, defects on the backing, other than backing impressions.
- Manufacturing defects, indicated to Tarkett or to the retailer during the Commercial Guarantee period, causing after a time an abnormal change such as early wear.

CONDITIONS OF APPLICABILITY
This Commercial Guarantee will apply provided that all the conditions hereinafter mentioned have been observed:

Installation
The Product must have been installed in accordance with Tarkett instructions, with the most recent installation instructions and with the state of art.

Maintenance
Maintenance must have been carried out in accordance with Tarkett recommendations that will be found in the installation instructions accompanying the Product or available on request. The maintenance program must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas is possible.

Use
The Product must be used in accordance with the recommended use specified by Tarkett technical documentation.

The accessories such as subfloor preparation, adhesives, welding rods etc. shall be used in accordance with the state of art and with the updated laying instructions applicable to the Product.

CLAIMS UNDER COMMERCIAL GUARANTEE
Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, in more than 30 days after it is discovered, to the following address:

Tarkett Latvia
Bauskas str.58A
Rīga, LV-1058
Latvia

The claim must be accompanied by:

- a copy of the invoice,
- the manufacturing serial number shown on the reverse of the strips and/or packaging,
- one or more photographs and an accurate description of the defect or fault detected.

Tarkett shall replace any defective Product, at no charge, if the Product is proven to be defective prior to installation.

If the defect or fault is discovered during installation, installation must be stopped immediately; otherwise the Commercial Guarantee shall not apply.

The customer must permit an inspection of the Product by Tarkett. If deemed necessary, Tarkett reserves its right to require a sampling in order to analyze it in its laboratories.

For any defect found on a Product covered by the Tarkett Commercial Guarantee, provided that the defect is found to be in the scope of the Commercial Guarantee, and the conditions of applicability, have been met, compensation shall be granted.

The compensation covers the purchase price of the Product, but excludes the taking up cost, the installation, dismantling cost (partitions, furniture...), the cost of laying and of the material possibly used for laying (glue, skirting boards...).

The compensation shall be digressive relative to the elapsed time of the Commercial Guarantee period, taking into account the depreciation of the Product:

For Tarkett residential range Woodstock PRO 833, 8mm – 25 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

For 8 mm, 9mm and 10 mm Tarkett residential ranges Easy Line 832, Essentials 832, Woodstock 832, Woodstock XL 832, Woodstock XL 1032, Soundlogic 932 – 20 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10

EXCLUSIONS FROM COMMERCIAL GUARANTEE

- The Commercial Guarantee does not apply to the following:
1. Products sold of "Seconds", "Off Goods" or other irregular, non first quality. "Seconds" or "Off goods" are sold "as is".
 2. Defects caused by an improper installation, contravening the state of art and the updated laying instructions applicable to the Product, specified by Tarkett.
 3. Mishandled Products or unsuitable stored.
 4. This Commercial Guarantee is null and void if damage is caused as a result of fire, accident, including aggressive chemical attack, explosion, pollution, flood, freezing conditions, lightning, carelessness, vandalism or lack of entrance barrier matting, or damage during transport, storage and handling before or during installation.
 5. Products with visible defects that were cut or installed nonetheless.
 6. Products that have been improperly maintained, not complying with the maintenance instructions and specifications made by Tarkett.
 7. Products for which deterioration is due to an uneven subfloor.
 8. Differences in colour, gloss and embossing structure between the products sold and pictures or samples. In case of purchasing contracts, variation in manufacturing, including colour change between different productions batches.
 9. Damages caused by stains, burns, cuts, grooves, friction, accidental indentations, loss of colour caused by carpet backs, painted surfaces, yellowing related to an external product (asphalt, tar,...).
 10. Fading and/or discoloration.
 11. Defects and damages caused by inappropriate castors of chairs, tables or other furniture.
 12. Colouring caused by feet of waxed pieces of furniture likely to leave indelible marks.
 13. Indentation from high or spiked heels.
 14. Failure to comply with the recommended hygrometry levels before, during and after installation.
 15. Stains, discoloration or any damages caused by the migration of the adhesives.

MISCELLANEOUS
This Commercial Guarantee constitutes the sole warranty provided by Tarkett. Tarkett makes no other warranty, either express or implied, of any kind.

This Commercial Guarantee supersedes all prior discussions, negotiations, understandings and agreements between Tarkett and the customer concerning the subject matter hereof.

None of our installers, retailers, distributors or employees has been granted the right to modify the obligations, disclaimers, exclusions or limitations under this express Commercial Guarantee.

To the extent allowed by local law, Tarkett shall not be liable for loss of profits, direct, indirect, incidental, special, consequential or other damages under this Commercial Guarantee or from any cause whatsoever, whether based upon warranty, negligence, breach of contract, strict liability or any other legal theory.

This Commercial Guarantee gives you specific rights, and you may also have rights which may vary from country to country.

To the extent that this Commercial Guarantee is inconsistent with a local law, this Commercial Guarantee shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations may not apply to the customer. Nevertheless, the remainder provisions of this Commercial Guarantee shall remain in full force and effect and shall not be affected thereby.

ROA

WARRANTIES (5-20-25 Years Commercial Guarantee)

SCOPE
For a period of **5, 20, 25 years**, depending on the Product, from the date of purchase as specified on the invoice, Tarkett provides the following Commercial Guarantee, subject to the terms and conditions specified here in, for:

When installed in residential areas:
• For products in class of use 32 -> 20 years
• For products in class of use 33 -> 25 years

When installed in commercial areas:
For class of use 32 and 33 -> **5 years**

(Here in after the "**Products**").

This limited Warranty applies to Products purchased as from January 1st 2022.

COVERAGE
Tarkett warrants the Products against:

- Apparent defects, indicated to Tarkett or to the retailer prior to laying, such as: defects of appearance, structural defects, indelible stains, defects on the backing, other than backing impressions.
- Manufacturing defects, indicated to Tarkett or to the retailer during the Commercial Guarantee period, causing after a time an abnormal change such as early wear.

CONDITIONS OF APPLICABILITY
This Commercial Guarantee will apply provided that all the conditions hereinafter mentioned have been observed:

Installation
The Product must have been installed in accordance with Tarkett instructions, with the most recent installation instructions and with the state of art.

Maintenance
Maintenance must have been carried out in accordance with Tarkett recommendations that will be found in the installation instructions accompanying the Product or available on request. The maintenance program must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas is possible.

Use
The Product must be used in accordance with the recommended use specified by Tarkett technical documentation.

The accessories such as subfloor preparation, adhesives, welding rods etc. shall be used in accordance with the state of art and with the updated laying instructions applicable to the Product.

CLAIMS UNDER COMMERCIAL GUARANTEE
Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, in more than 30 days after it is discovered, to the following address:

Tarkett Hong Kong Limited
Suite 601B - Empire Centre
68 Mody Road - Tsim Sha Tsui East - Kowloon – Hong Kong S.A.R.

The claim must be accompanied by:

- a copy of the invoice,
- the manufacturing serial number shown on the reverse of the strips and/or packaging,
- one or more photographs and an accurate description of the defect or fault detected.

Tarkett shall replace any defective Product, at no charge, if the Product is proven to be defective prior to installation.

If the defect or fault is discovered during installation, installation must be stopped immediately; otherwise the Commercial Guarantee shall not apply.

The customer must permit an inspection of the Product by Tarkett. If deemed necessary, Tarkett reserves its right to require a sampling in order to analyze it in its laboratories.

For any defect found on a Product covered by the Tarkett Commercial Guarantee, provided that the defect is found to be in the scope of the Commercial Guarantee, and the conditions of applicability, have been met, compensation shall be granted.

The compensation covers the purchase price of the Product, but excludes the taking up cost, the installation, dismantling cost (partitions, furniture...), the cost of laying and of the material possibly used for laying (glue, skirting boards...).

The compensation shall be digressive relative to the elapsed time of the Commercial Guarantee period, taking into account the depreciation of the Product:

For Tarkett residential range Woodstock PRO 833, 8mm – 25 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

For 8 mm, 9mm and 10 mm Tarkett residential ranges Easy Line 832, Essentials 832, Woodstock 832, Woodstock XL 832, Woodstock XL 1032, Soundlogic 932 – 20 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10

EXCLUSIONS FROM COMMERCIAL GUARANTEE

- The Commercial Guarantee does not apply to the following:
1. Products sold of "Seconds", "Off Goods" or other irregular, non first quality. "Seconds" or "Off goods" are sold "as is".
 2. Defects caused by an improper installation, contravening the state of art and the updated laying instructions applicable to the Product, specified by Tarkett.
 3. Mishandled Products or unsuitable stored.
 4. This Commercial Guarantee is null and void if damage is caused as a result of fire, accident, including aggressive chemical attack, explosion, pollution, flood, freezing conditions, lightning, carelessness, vandalism or lack of entrance barrier matting, or damage during transport, storage and handling before or during installation.
 5. Products with visible defects that were cut or installed nonetheless.
 6. Products that have been improperly maintained, not complying with the maintenance instructions and specifications made by Tarkett.
 7. Products for which deterioration is due to an uneven subfloor.
 8. Differences in colour, gloss and embossing structure between the products sold and pictures or samples. In case of purchasing contracts, variation in manufacturing, including colour change between different productions batches.
 9. Damages caused by stains, burns, cuts, grooves, friction, accidental indentations, loss of colour caused by carpet backs, painted surfaces, yellowing related to an external product (asphalt, tar,...).
 10. Fading and/or discoloration.
 11. Defects and damages caused by inappropriate castors of chairs, tables or other furniture.
 12. Colouring caused by feet of waxed pieces of furniture likely to leave indelible marks.
 13. Indentation from high or spiked heels.
 14. Failure to comply with the recommended hygrometry levels before, during and after installation.
 15. Stains, discoloration or any damages caused by the migration of the adhesives.

MISCELLANEOUS
This Commercial Guarantee constitutes the sole warranty provided by Tarkett. Tarkett makes no other warranty, either express or implied, of any kind.

This Commercial Guarantee supersedes all prior discussions, negotiations, understandings and agreements between Tarkett and the customer concerning the subject matter hereof.

None of our installers, retailers, distributors or employees has been granted the right to modify the obligations, disclaimers, exclusions or limitations under this express Commercial Guarantee.

To the extent allowed by local law, Tarkett shall not be liable for loss of profits, direct, indirect, incidental, special, consequential or other damages under this Commercial Guarantee or from any cause whatsoever, whether based upon warranty, negligence, breach of contract, strict liability or any other legal theory.

This Commercial Guarantee gives you specific rights, and you may also have rights which may vary from country to country.

To the extent that this Commercial Guarantee is inconsistent with a local law, this Commercial Guarantee shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations may not apply to the customer. Nevertheless, the remainder provisions of this Commercial Guarantee shall remain in full force and effect and shall not be affected thereby.

AU

WARRANTIES (5-20-25 Years Commercial Guarantee)

SCOPE
For a period of **5, 20, 25 years**, depending on the Product, from the date of purchase as specified on the invoice, Tarkett provides the following Commercial Guarantee, subject to the terms and conditions specified here in, for:

When installed in residential areas:
• For products in class of use 32 -> 20 years
• For products in class of use 33 -> 25 years

When installed in commercial areas:
For class of use 32 and 33 -> **5 years**

(Here in after the "**Products**").

This limited Warranty applies to Products purchased as from January 1st 2022.

COVERAGE
Tarkett warrants the Products against:

- Apparent defects, indicated to Tarkett or to the retailer prior to laying, such as: defects of appearance, structural defects, indelible stains, defects on the backing, other than backing impressions.
- Manufacturing defects, indicated to Tarkett or to the retailer during the Commercial Guarantee period, causing after a time an abnormal change such as early wear.

CONDITIONS OF APPLICABILITY
This Commercial Guarantee will apply provided that all the conditions hereinafter mentioned have been observed:

Installation
The Product must have been installed in accordance with Tarkett instructions, with the most recent installation instructions and with the state of art.

Maintenance
Maintenance must have been carried out in accordance with Tarkett recommendations that will be found in the installation instructions accompanying the Product or available on request. The maintenance program must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas is possible.

Use
The Product must be used in accordance with the recommended use specified by Tarkett technical documentation.

The accessories such as subfloor preparation, adhesives, welding rods etc. shall be used in accordance with the state of art and with the updated laying instructions applicable to the Product.

CLAIMS UNDER COMMERCIAL GUARANTEE
Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, Any defect shall be promptly notified in writing to Tarkett or the retailer, and in no event, in more than 30 days after it is discovered, to the following address:

Tarkett – Suite 1, Level 3, 3 Columbia Court, Baulkham Hills, NSW, 2153, Australia.

The claim must be accompanied by:

- a copy of the invoice,
- the manufacturing serial number shown on the reverse of the strips and/or packaging,
- one or more photographs and an accurate description of the defect or fault detected.

Tarkett shall replace any defective Product, at no charge, if the Product is proven to be defective prior to installation.

If the defect or fault is discovered during installation, installation must be stopped immediately; otherwise the Commercial Guarantee shall not apply.

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The compensation shall be digressive relative to the elapsed time of the Commercial Guarantee period, taking into account the depreciation of the Product:

For Tarkett residential range Woodstock PRO 833, 8mm – 25 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10
≤ 25	5

For 8 mm, 9mm and 10 mm Tarkett residential ranges Easy Line 832, Essentials 832, Woodstock 832, Woodstock XL 832, Woodstock XL 1032, Soundlogic 932 – 20 years Commercial Guarantee:

≤ 1	100%
≤ 2	90
≤ 4	80
≤ 6	60
≤ 8	40
≤ 10	30
≤ 15	20
≤ 20	10

EXCLUSIONS FROM COMMERCIAL GUARANTEE

- The Commercial Guarantee does not apply to the following:
1. Products sold of "Seconds", "Off Goods" or other irregular, non first quality. "Seconds" or "Off goods" are sold "as is".
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To the extent allowed by local law, Tarkett shall not be liable for loss of profits, direct, indirect, incidental, special, consequential or other damages under this Commercial Guarantee or from any cause whatsoever, whether based upon warranty, negligence, breach of contract, strict liability or any other legal theory.

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