

## WARRANTY CONDITIONS

### NOTE!

### BEFORE INSTALLATION, PLEASE READ THE INSTALLATION INSTRUCTIONS AND WARRANTY CONDITIONS.



1. Multi-Form II Sp. z o.o., as the Guarantor, provides a warranty for its products within the EU, provided they are installed according to the installation instructions in this document and used as intended. In case of any doubts, please contact the manufacturer, distributor, or retailer.
2. The manufacturer guarantees that all VIN IN products are free from manufacturing and material defects for the duration of the warranty period. The warranty specified in the table below covers resistance to discoloration, surface wear, and stain resistance in compliance with applicable standards.

The warranty applies to VIN IN vinyl flooring specified in the table below. The duration of the warranty depends on the type of vinyl and its intended use, as indicated in the table.

Collection	Product Info	Residential Use	Commercial Use	Wear Layer
JAZZ	4 mm – class 33	20	7	0,50 mm
ROCK	4,5 mm – class 33	20	7	0,55 mm
HOUSE	5 mm – class 33	20	7	0,55 mm
HOUSE HERRINGBONE	5 mm – class 33	20	7	0,55 mm
BLUES	5 mm – class 33	20	7	0,50 mm
BLUES HERRINGBONE	5 mm – class 33	20	7	0,50 mm
FREESTYLE	5,5 mm – class 33	20	7	0,55 mm
R'N'B	6 mm – class 34	30	10	0,70 mm

3. The warranty period begins on the date of sale as indicated on the purchase receipt (invoice). This warranty applies only to the original owner and the initial installation of the product; it is non-transferable. The original owner is considered to be the individual listed as the purchaser on the purchase invoice. This warranty applies to all purchases of the specified product.
4. A condition for warranty service is that the Purchaser presents proof of purchase at the point of sale and submits a written notification to the Complaint Department, located at the head office of Multi-Form Sp. z o.o., 43-100 Tychy, ul. Fabryczna 11. Contact details: tel. +48 667 998 587, +48 885 548 000, +48 601 660 631, email: [tychy.reklamacjepodlogi@multiform.eu](mailto:tychy.reklamacjepodlogi@multiform.eu)

The notification must include:

- a copy of the invoice
- photographic documentation and a detailed description of the identified defects
- specification of the decor (name or pattern number) and quantity (m<sup>2</sup> or pieces)
- production serial number located on the underside of the panels and/or packaging
- information on whether the product has been installed

If the required documentation listed above is not provided, the claim cannot be processed.



5. The Warrantor commits to processing the complaint promptly, but no later than within 30 days from the date of submission. During the warranty period (see Section 2), the Warrantor's responsibility is limited to replacing defective panels with non-defective ones. No additional claims will be considered (e.g., costs for installation/removal, floor laying, or any expenses related to flooring materials such as adhesive, skirting, etc.). \*If the claimed floor panels are unavailable in stock, the Warrantor undertakes to supply goods with the same specifications and in the same quantity as the defective items or to issue a corrective invoice and provide a refund for the defective goods.
6. The Customer is required to retain two samples of the purchased panels to enable laboratory testing by the Guarantor in the event of a complaint.
7. Replacement material will be delivered by the Guarantor, free of charge, to the relevant point of sale.
8. There will be no delay in processing the complaint if the inspection, replacement, or repair could not be completed due to reasons attributable to the Customer.
9. The assessment of the defect's nature and the approach to handling the complaint will be conducted by the Guarantor's representative.
10. A condition for considering a complaint regarding a visible quality defect is that it must be reported before installation, with a simultaneous decision to halt assembly. The goods must be returned in their original packaging.
  - a. The available VIN IN floor decors come in various formats, patterns, and properties. The product must be carefully inspected for material defects under optimal lighting both before and during installation. Under no circumstances should products with visible defects be installed. Installation is considered acceptance of the product's condition.
  - b. Installation signifies acceptance - The warranty does not cover claims related to the product's appearance if it has been installed. The designated owner, installer, or representative assumes ownership and full responsibility to confirm that they have received the correct, specified product.**
11. The warranty covers only defects in the product resulting solely from inherent issues within the product itself. The following are not covered by the warranty:
  - products damaged due to improper installation,
  - variations in pattern, color tone, shade, and texture resulting from natural properties, as well as differences between sample/catalogue illustrations and the actual appearance,
  - mechanical damage and external defects caused by failure to observe proper practices during transportation, storage, and handling, as well as discoloration, deformation, or damage caused by improper use or exposure (e.g., sunlight, high temperatures),
  - defects resulting from improper protection of the product by the Purchaser or third parties, including during construction works (e.g., contamination with mortar, plaster, or foam; cleaning with coarse cleaning agents or aggressive chemicals),
  - defects caused by improper use or negligence by the Purchaser or third parties,
  - damage or omissions due to unforeseeable events beyond the Guarantor's control and unrelated to operating conditions (e.g., fire),
  - natural wear and tear,
  - damage caused by sharp or pointed objects,
  - defects resulting from the adhesion, fastening, or placement of kitchen islands or other heavy objects (e.g., built-in cabinets) on VIN IN vinyl floors with a CLICK installation system (VIN IN products installed as a floating floor must be allowed movement around heavy and/or fixed objects to prevent gaps and separation between adjoining panels),
  - products installed in very humid areas where they may be exposed to extreme temperatures (e.g., saunas, verandas, unheated rooms, pools, and rooms with built-in drains, such as showers),
  - damage caused by moisture in the subfloor, including related issues like unpleasant odors or mold growth under the VIN IN floor,
  - damage caused by water leakage from ice makers, refrigerators, sinks, dishwashers, pipes, etc.
12. The warranty for the sold goods does not exclude, limit, or suspend the Buyer's rights arising from legal provisions concerning the non-compliance of the sold goods with the agreement.
13. In matters not covered by this warranty document, the provisions of the Civil Code and other applicable Polish laws shall apply.