

VERTISOL INTERNATIONAL SRL guarantees Vertisolfloor coverings, manufactured under the quality standard ISO 9001 and the product standard EN 14041, for a period of ten (10) years from the date of delivery.

This warranty is only valid if all the steps in the installation manual are followed. Any variation in the steps, the order of the steps or the time of the steps implies a direct void of the product warranty.

This warranty is limited to the quality of the product and applies only to:

- Product transported, stored, handled, and installed strictly following VERTISOL's instructions and in accordance with the applicable professional standards and practices.
- Product that shows factory defects and has not been installed.

VERTISOL INTERNATIONAL guarantees that FITNICE® Floor products will be free of manufacturing defects under normal use, and that the following performance characteristics, specified in their technical data sheets, will be maintained for the full warranty period of ten (10) years:

- Flame resistance.
- Slip resistance.
- Light fastness.
- Dimensional stability.
- Floor design (will not wear through).

The following characteristics are guaranteed for a period of five (5) years:

- Abrasion resistance.
- Adhesion.

Outdoor installations will also have a warranty period of five (5) years.

EXCLUSIONS

- a) Product that despite showing defects in origin has been installed, including minor color deviations between samples or printed images.
- b) Use for which Vertisolfloor material is not intended.
- c) Product that has been modified or repaired without VERTISOL approval.
- d) Product installed in a country without an authorized Vertisolfloor dealer or direct headquarters supervision.
- e) Closeouts, or product discontinued at the date of the sale.
- f) Product showing loose polyester fibers that are not considered yarn fraying.

- g) The residual indentation is not considered a reason for claim.
- h) Ordinary wear and tear.
- i) Damage caused by:
 - Intentional or unintentional misuse of the floor covering (such as stains, burns, cuts, or scratches) during storage, installation, or use by the end user.
 - Neglected or improper cleaning or maintenance procedures.
 - Inadequate floor protection during installation and construction work.
 - Inadequate protective matting in entrances and protective nosing on stairs.
 - Abuse such as moving heavy furniture without protection.
 - Faulty design or construction of the building, including adhesion failure due to moisture migration through the subfloor.
 - Improper installation of raised floors.
 - Installation in areas that are wet most of the time.
 - Uneven wear of sections in high traffic areas, such as entrances and areas exposed to sand and dirt.
 - Fire or flooding in the building, or natural disasters.

CONDITIONS

This warranty applies for a period commencing from the date of delivery of the product from VERTISOL, provided that the corresponding invoice has been settled.

If VERTISOL's Quality Department **determines it to be defective, the product will be replaced by the manufacturer. Removal, installation, or any other compensation of whatever nature will be excluded.**

The defective product must be returned to VERTISOL. After more than one year from the delivery date of the warranted product, the purchaser will be responsible for ten percent (10%) per year of the cost of the supplied material.

The warranty period for the replacement product will be calculated from the delivery date of the initial product.

The end user must provide VERTISOL with a written notice of any alleged defect within ten (10) days of its discovery. The claim should be sent to:

VERTISOL INTERNACIONAL SRL
C-17 km 18.92, 08403 Granollers (BCN) SPAIN