

The warranty conditions pertaining to heterogeneous and homogeneous floor coverings

1. Fatra, a.s provides an extended warranty on the functionality and serviceability of its heterogeneous and homogeneous floor coverings over and above the framework of its legal warranty or responsibility for any defects.
2. The extended warranty is provided for a period of:
 - 10 years on Garis tiles and homogeneous floor coverings;
 - 10 years on LINO heterogeneous floor coverings in rolls
 - 10 years on Imperio, Silvero-fix, Thermofix and Marilo vinyl tiles;
 - 10 years on FatraClick, Silvero-click, RS-click, Well-click and Silvero-top floating vinyl tiles.
3. The conditions for acknowledging any obligations arising from the extended warranty:
 - a written claim must be lodged without any undue delay once a fault in the floor covering has been discovered during the period of the extended warranty;
 - the invoice or any other document substantiating the purchase of the floor covering from Fatra, a.s. must be submitted;
 - the floor covering must have been installed and used in compliance with the laying and maintenance instructions stated in the appropriate laying manuals that are available in electronic form online at www.fatrafloor.com :
PN 5410/97 The LINO Fatra laying manual
PN 5411/2003 The Imperio, Thermofix, Marilo and Silvero-fix laying manual
PN 5424/2010 The FatraClick, Silvero-click laying manual
PN 5434/2010 The RS-click laying manual
PN 5414/2010 The Well-click, Silvero-top laying manual.
4. If a claim proves to be justified, Fatra, a.s. reserves the right to determine the way of settling the claim either in the form of a replacement product from its current sales range or in the form of financial compensation. If a financial settlement is provided, the value of the claimed floor covering will be reduced by 10% for every year of the warranty period with regard to the period, in which the floor covering has been used.
5. The extended warranty does not apply:
 - to regular wear and tear, to any changes in the surface lustre caused by regular use or to any fading and colour blemishes caused by contact with rubber products;
 - to any deliberately caused damage or any damage caused by negligence, unsuitable use or mechanical damage;
 - to any damage caused as a result of the use of any aggressive chemicals or due to the effects of fire, explosions, floods or natural disasters;
 - to any defects that arise due to the incorrect installation of the floor covering, a faulty underlay, the unsuitable preparation of the underlay or any excessive dampness.
6. Floor coverings with visible damage or a visible visual defect must be claimed before installation.