



LIGHT / MODERATE COMMERCIAL APPLICATIONS WARRANTY

WARRANTY

We warrant that each of our flooring products meets the quality standards of ISO 3810/ISO 3813 and EN 12104, and EN 14085 at the time of delivery.

1. EXTENDED STRUCTURAL INTEGRITY WARRANTY

We warrant that our flooring products, when supplied as new and through approved outlets, shall be free of defects in lamination, assembly, milling, dimension and grading for a period of 5 Years after the invoice date:

2. EXTENDED SURFACE WEAR THROUGH WARRANTY

We warrant that the Surface Wear Layer of our flooring products will not wear through for 5 Years after the date of purchase. The term "wear through" shall be defined as the 100% reduction of the Surface Wear Layer over an area comprising 5% of the total Surface Flooring installation.

3. EXTENDED WARRANTY COVERAGE

If in the unlikely event that our products do not meet the applicable warranty periods, we will, at our option, repair, refinish or replace such portion, with the same product or another product of equal value (at our option), or refund the purchased price paid - if replacement or repair is not commercially practical or cannot be made on a timely basis.

During the first two (2) years of this warranty, we assume the liability of removal of defective products and installation of replacement products, AT NO COST TO YOU. After this period (when applicable), we shall only provide the flooring products for replacement, FREE OF CHARGE.

4. EXCLUSIONS

This Warranty applies only to flooring products sold as "first quality". No installer, dealer, agent or employee has the authority to alter the obligations or limitations of this Warranty.

This Warranty: 1) is valid from the date of purchase, 2) applies only to flooring products in their original installation location, 3) is extended only to the first end user/purchaser, whose name appears on the original invoice 4) is not transferable, 5) shall expire if the product or installation location is transferred or re-sold.

This Warranty shall not apply in any of the following cases:

4.1. Improper or inadequate installation, meaning installations not made with recommended auxiliary products and according to recommended procedures.

4.2. Improper or inadequate subfloor patching compounds, underlayments, or subfloors, meaning installations made over not recommended 1) subfloor patching materials (e.g. calcium sulphate-type), 2) underlayments (e.g. gypsum-based not in suitable condition, not fully cured or properly sealed), 3) subfloor conditions (e.g. excessive moisture, not structurally sound, unevenness, dirt), or any other subfloor system that was not allowed to cure or dry sufficiently.

4.3. Inadequate product choice for the flooring use conditions, meaning that the flooring product is not the one recommended for the specific traffic and load conditions. Flooring products are intended for indoor applications only. Classes of Use: **EN-685 – Residential - Classes 21, 22 & 23 – Commercial Class 31-**

Light to Moderate Commercial Applications such as: Office spaces, conference rooms, retail spaces (light traffic), lobby areas (light traffic), medical suites (non-sterile/surgical), hotel rooms and other similar light to moderate traffic locations.

4.4. Improper or inadequate maintenance, meaning that maintenance was not performed using the recommended products and following the respective instructions indicated on the maintenance product's packaging.

4.5. Unapproved modification or repair, meaning operations not specifically recommended by us, including any refurbishment operation of the flooring product.

4.6. Extreme environmental conditions, meaning transportation, storage or installation of the flooring product in inappropriate locations or environments, exposure to extreme heat, moisture or dryness (more than 65%, less than 30% R.H). This warranty does not cover cracking, warping or soiling.

Remark: flooring products are based on natural materials, and will expand and contract through heating and non-heating seasons, thus experiencing some separation between the planks/tiles at different times during the year. Such separations are not considered a product defect and are not covered by this warranty.

4.7. Accidents, abuse, misuse, force majeure, meaning not recommended use; damage from heavy furniture or equipment used without sufficient protection, impact damage, scars from sharp or pointed objects, cuts, tears, scuffs, scratches or other damages caused by lack of proper preventive care, misuse, negligence, burns, water, erosion, spiked heel shoes, pebbles, sand or other abrasives.



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4.8. Detectable defects, verified prior to installation shall be covered by this Warranty only if the defective products are not installed, and the notification is made without delay after the defect is or could have been detected.

4.9. Difference in shade or color. 1) ***Our flooring products are based on natural materials. We do not warrant any difference in shade or color between samples/photographs and the actual flooring***, 2) from batch to batch, 3) due to exposure to sunlight, 4) resulting from replacement of a portion of your floor, 5) resulting from the different age and history of the same product reference/batch.

No other warranty, express or implied, is made. Under this warranty, we assume no liability for damages arising from the purchase, use, or inability to use this product, or from any special, indirect, incidental, or consequential damages. By this, we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring, incurred or suffered by or occasioned to the end user/purchaser of a defective product, or to any third party. This warranty gives you specific rights but does not affect any legal rights of any end user/purchaser, and you may also have other rights, which vary from country to country or from state to state. Some countries/states do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

5. IF YOU HAVE A PROBLEM

In the unlikely case that you detect a problem with your flooring product, please take the following steps:

5.1. Provide your supplier with written notice of the problem, proof of the purchase date, type and grade of the defective products and amount of flooring involved. Please document your communication and keep the information on file until your problem is resolved.

5.2. If you are not satisfied with your supplier's recommendation, an authorized representative must inspect and verify the defect. We reserve the right to designate a representative to inspect the floor and remove samples for analysis.

If such defect is verified, we will proceed as described in point 3. In the event that we disagree with your claim, we reserve the right to submit the matter to arbitration by a qualified, disinterested third party.

5.3. If your supplier is unable to solve the problem, contact us at our U.S. Headquarters location: Amorim Cork Composites, P. O. Box 25, Trevor, WI 53179 (262) 862 2311.

Important Care and Maintenance Information

- Do not drag furniture across the floor.
- Use felt pads on chair and furniture legs and caster cups for heavy objects resting on small diameter legs or casters.
- Office roller chairs must comply with DIN 68131 (Type W).
- Place quality walk-off mats at all entrances to retain tracked in dirt, grit and moisture.
- Never use latex or rubber backed mats as they can permanently stain the floor.
- Never use cleaning products with abrasive ingredients or solvent based, e.g. acetone
- Never use wire brushes or buffers.
- Avoid moisture on the floor.
- Place area rugs or mats in front of the kitchen appliances and/or sinks to protect your cork floor from traffic, water spillages, dropping food, grease, and other materials that can cause premature wear of your floor.
- Ideal and healthy room conditions are 30 - 65 % R.H. at 68°F to 78°F (20°C to 24°C).
- When using forced air heating in cold climates for long periods of time, the indoor air humidity may drop so low that the floor may become excessively dry. As cork is a natural material, this may cause shrinkage of the tiles that will result in minor gaps in the flooring joints. Use a room humidifier to prevent this from occurring.
- Cork, as a natural material may tend to fade when exposed to sunlight. Use blinds, curtains or other sun screening devices to minimize this effect.
- IPECORK floors are easy to maintain. You only need a mild detergent and a vacuum cleaner. For daily/weekly maintenance, you can also use a terry cloth mop and/or wood/laminate floor cleaning tool. The removable cloth head is typically used with a spray cleaner, which will pick up dust and dirt and it from settling on the floor.