

WARRANTY, NOTICE OF DEFECTS AND LIABILITY

Notice of Defects and Damage

The Customer is obligated to inspect the ADOFLOOR skirting products upon delivery and prior to installation.

Any damage, defect, color/decor variation or shortage that can be identified upon delivery must be reported in writing to ADOFLOOR or to the authorized dealer from whom the products were purchased within fourteen (14) days from the date of delivery.

The notification shall include the product model, decor, production/batch information, date of purchase, invoice or proof of purchase, together with sufficient photographs and/or other documentation evidencing the alleged defect.

The Customer shall provide ADOFLOOR, or any third party authorized by ADOFLOOR, with the opportunity to inspect the products concerned and, where necessary, to take samples for examination.

In the case of products that have already been installed, visible defects, scratches, breakage, deformation, color or surface variations that could reasonably have been identified prior to installation shall not be considered covered by this warranty.

Warranty Period

ADOFLOOR warrants that first-quality skirting products shall be free from defects in material and workmanship for a period of 2 years, provided that the products are used under normal conditions and in accordance with ADOFLOOR's installation, use and maintenance instructions.

The warranty period shall commence on the date of delivery of the products to the Customer or on the date of purchase.

During the warranty period, defects determined to be attributable to defective materials or manufacturing shall, at ADOFLOOR's discretion, be remedied by:

- repairing the defective product;
- replacing the defective product with a new product of the same or comparable quality and specifications; or
- replacing the defective section of the product.

If the same decor, color, series or production batch is no longer available, ADOFLOOR reserves the right to supply a product with the closest available color, decor and quality characteristics.

Replacement of a product shall not result in the commencement of a new warranty period.

Exclusions and Invalidity of Warranty

The warranty shall become void in the following cases:

- Installation of the product contrary to ADOFLOOR's installation instructions;
- Use of the product for purposes other than its intended use;
- Modification, cutting, processing or alteration of the structural characteristics of the product;
- Use of unsuitable adhesives, installation materials or auxiliary products;
- Incorrect or improper installation;
- Improper storage of the product after delivery;
- Prolonged exposure to excessive moisture, water or unsuitable environmental conditions;
- Impact, scratching, breakage or mechanical damage;
- Customer misuse, negligence or improper handling;
- Damage caused by fire, flooding, water damage or similar extraordinary circumstances;
- Damage caused by pets or other external factors;
- Products sold as second quality, defective, "as is" or without warranty.

The existing ADO Floor warranty conditions also exclude, among other things, damage resulting from improper installation, misuse, moisture or water-related conditions, mechanical damage, scratching and other causes attributable to the user.

Installation and Workmanship

The ADOFLOOR product warranty is limited to defects in the product itself arising from defective materials or manufacturing.

Errors or defects resulting from installation workmanship are not covered by the ADOFLOOR product warranty. It is the Customer's responsibility to ensure that installation is carried out in accordance with the intended application of the product and ADOFLOOR's installation instructions by persons possessing the necessary knowledge and experience.

The existing ADOFLOOR warranty documentation also expressly states that installation workmanship is not covered by the manufacturer's product warranty.

* Wear-through is defined as loss of the floor design due to normal household use.

**Normal household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.

We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

FORTIKA, GRIT, LAAG and other ADO Floor Brands can be installed in large commercial and institutional applications as listed in the ADO Floor Commercial Product Guide, and if installed in accordance with the installation instructions.

Damage During Transportation

Any externally visible damage occurring during delivery shall be inspected by the Customer immediately upon delivery.

Any damage suspected to have occurred during transportation shall be reported immediately to the carrier and clearly recorded on the delivery note and relevant transportation documents.

Damage that is not externally visible shall be reported in writing to ADOFLOOR and the relevant carrier immediately upon discovery and without undue delay.

In the event of missing products or packages, the Customer shall notify the carrier before accepting the delivery.

Examination of Warranty Claims

ADOFLOOR reserves the right to verify the validity of any warranty claim and, where necessary, to conduct an on-site inspection.

For the purpose of technically assessing an alleged defect, ADOFLOOR may request inspection of the product or product sample, photographs and videos, and, where deemed necessary, the submission or collection of product samples for technical examination.

ADOFLOOR may require an invoice, proof of purchase and product batch/series information for the assessment of a warranty claim.

The existing ADOFLOOR warranty system also provides for the verification of warranty claims through inspections and, where necessary, the removal of samples for technical analysis.

Remedy under the Warranty

If a defect is determined to be covered by this warranty, ADOFLOOR shall, at its discretion, repair the defective product or replace it with a new product of the same or comparable quality and specifications.

In the event of replacement, reasonable differences resulting from the unavailability of the same color, decor or production batch shall not constitute a breach of warranty.

The existing ADOFLOOR product warranty likewise provides for the repair or replacement of products covered by the warranty with products of similar quality, color and design.

Limitation of Liability

Subject to mandatory provisions of applicable law, ADOFLOOR shall be liable only for defects in the product itself that are covered by this warranty.

To the extent permitted by mandatory applicable law, indirect or consequential damages arising from an alleged product defect, including loss of use, loss of profit, business interruption, claims by third parties, or damage to structures, furniture, walls, floors or other elements other than the product itself, shall not be covered by this warranty.

Repair or replacement provided by ADOFLOOR under this warranty shall constitute the principal remedy available to the Customer in respect of a warranty claim.

Validity of the Warranty

This warranty applies exclusively to first-quality ADOFLOOR skirting products manufactured by ADOFLOOR.

The warranty is limited to the original end user of the product and, unless expressly agreed otherwise, is not transferable to third parties.

In order to submit a warranty claim, the Customer must provide an invoice or valid proof of purchase indicating the date of purchase.

Warranty Claims and Contact

In the event of a warranty issue, the Customer may initially contact the authorized dealer from whom the product was purchased.

Where necessary, warranty claims may also be submitted directly to ADOFLOOR.

ADOFLOOR

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Note: This warranty document is a draft of the warranty terms applicable to ADOFLOOR skirting products. The warranty period, scope of coverage and liability provisions must be reviewed and approved by ADOFLOOR before this document is used as a final warranty document.