

INDIA UNIKFLOORS LLP

WARRANTY DOCUMENT

WARRANTY COVERAGE:

India Unikfloors LLP warrants its flooring products to be free from defects in materials and workmanship under normal use and service for a period as mentioned in the Table from the date of purchase.

This warranty covers original purchaser of the product.

India Unikfloors LLP reserves the right to inspect any floor considered to be defective by the customer. Depending on the circumstances, India Unikfloors LLP will appoint a representative of the company and/or an independent inspector to conduct the inspection.

Below mentioned warranty serves to address specific concerns and provide assurance to customers regarding the quality and longevity of the flooring product. It's essential for customers to review the terms and conditions of the warranty carefully to understand what is covered and any limitations or exclusions that may apply.

- 1. Scope of Warranty:** This warranty covers defects such as major cracks, excessive warping, or other visible damage that occur under normal use and proper maintenance of the flooring. It does not cover damage resulting from improper installation, misuse, neglect, accidents, or any alterations to the product.
- 2. Limited Warranty:** A limited warranty typically covers specific defects in materials and workmanship for a predetermined period from the date of purchase. This type of warranty may have exclusions and limitations on coverage, such as excluding damage from improper installation or misuse.
- 3. Wear Warranty:** India Unikfloors LLP ensures that the installed product will not wear protective film during normal use. This warranty specifically covers wear and tear of the flooring surface over time. It may assure that the flooring will not wear through to the backing within a certain period under normal use and maintenance. *
- 4. Stain Warranty:** A stain warranty protects against staining of the flooring surface from common household substances, but it excludes the staining caused due to corrosive and non-corrosive chemicals. This type of warranty typically outlines what substances are covered and may have specific requirements for cleaning and maintenance.
- 5. Installation Warranty:** An installation warranty covers the quality of the installation workmanship performed by authorized installers. It ensures that the flooring will be installed according to manufacturer specifications, and it may provide remedies if installation-related issues arise.
- 6. Non-Transferable Warranty:** These warranties are non-transferable and only apply to the original end user.
- 7. Waterproof Warranty:** Flooring products of India Unikfloors LLP are waterproof and will not be damaged in the structure when exposed at normal levels. This warranty ensures that your floor will not permanently discolor from topical water or moisture**. Fading, reducing gloss over time is considered normal and is not covered by the terms of the warranty in this document.

*Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty.
**Waterproof warranty applies to the India Unikfloors LLP product itself and does not extend to damage of the subfloor; and refers to topical moisture or topical water exposure. It does not cover moisture or water coming from below/underneath the product and does not cover flooding or intentional damage or misuse.

WHAT IS NOT COVERED BY THIS WARRANTY:

Please follow the Installation instructions provided by the technician referred by India Unikfloors LLP. In addition, this Warranty becomes null and void if any of the following are determined to be contributing factors to failure of the Product under this Warranty:

1. Abuse, neglect, misuse or misapplication;
2. Errors related to the locking system due to warping, excessive roughness of the substrate, inappropriate backing materials, or excessive load. The product is not stored under normal temperature and humidity conditions;
3. Improper, dangerous, or destructive maintenance procedures;
4. Use in conjunction with any unapproved device;
5. Installation in an environment that is corrosive or otherwise destructive to the Product, whether internal or external;
6. Incorrect gas or water pressure;
7. Incorrect sizing for the application;
8. Damage caused by acts not having human control including, but not limited to fire, flood, lightening, or natural disaster;
9. Damage caused by use of the Product for purposes other than those for which it was designed;
10. Damage caused by unauthorized attachments or modifications;
11. Damage resulting from improper installation of the Product; or
12. Damage during shipment.
13. Improper Installation: Material installed not in accordance India Unikfloors flooring products as per the Installation Guide, including any and all problems caused by the use of non-recommended adhesive, underlayment and/or preparation of the substrate, are not warranted. Installing four tile/plank corners together is not recommended for click products and therefore will not be warranted. Installation errors are not manufacturing related conditions. India Unikfloors LLP does not warrant installer workmanship.
14. India Unikfloors LLP will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
15. Improper maintenance which results in loss of gloss or buildup of a dulling film.
16. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
17. Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance trolley, heavy objects equipped with wheels or rollers, including two- and four-wheel carts etc.)
18. Damage resulting from accidents (including trip and fall), casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.).

Accidents, abuse and improper usage are defined as, but are not limited to damage caused by - casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as damage resulting from unprotected furniture legs.

19. Damage caused by rolling loads or wheelchairs (motorized and non-motorized).
20. Damage caused by appliance or plumbing leaks.
21. Damage arising because the flooring is installed in an outdoor area, a solarium, a porch, a garage or areas similar to all of these.
22. Stains or color changes caused by dyes that are confirmed to be from carpets, coal, adhesives, oils or other similar materials, discoloration due to direct exposure to sunlight.
23. Fading, discoloration, or other damage due to excessive temperatures, burning flame or sunlight. Room temperature must not exceed 113 ° F (45°C). ***
24. Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including pH levels outside the India Unikfloors flooring.
25. Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your India Unikfloors Flooring. Always use mats marked as "non-staining."
26. Damage caused by remodel or construction related activities.
27. Discoloration caused by wheeled traffic.
28. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
29. Flooring installed on stairs/ escalators is excluded from warranty coverage.
30. Installation of commercial product in a commercial environment. India Unikfloors flooring recommends installation of commercially warranted product only in a commercial setting.
31. Re-installation of an already installed product is not covered by warranty terms.
32. Products should only be installed on the floor (horizontal surface installation). Installation on any other surface (vertical or ceiling installations) is not covered under the warranty terms.
33. Warranty coverage is for products only when the Installation is done with using accessories provided by India Unikfloors LLP.
34. Use adhesives with India Unikfloors flooring products unless recommended for use from instructions provided by the technician referred by India Unikfloors LLP.
35. Improper cleaning: tarnish because of soap, solution, chemicals, high concentration of detergents.
36. Damage caused by cigarette / cigar burning, floods, fires, and other disasters.
37. Minor differences in nuances, colors, textures between the sample and the product delivered, or differences in shades caused by light at different installation positions.
38. Products with darker colors may show more scratches and dirt and require more care and hygiene during use.
39. India Unikfloors LLP is not responsible for products with feedback related to this matter.

*** India Unikfloors LLP does not recommend the use of casters on any flooring without appropriate chair pads.

CLAIMS PROCESS:

To make a claim under this warranty, the original purchaser must notify India Unikfloors LLP in writing within 30 days of discovering the alleged defect. The notification must include proof of purchase, description of the problem, and supporting evidence, such as photographs. The decision holding with reference to whether the claims are covered by refund or replacement of the products or not shall always lie with India Unikfloors LLP.

REMEDIES:

If our flooring products do not conform to the terms of this Warranty, you must notify India Unikfloors LLP. YOU MUST PROVIDE WRITTEN NOTICE OF YOUR CLAIM WITHIN THIRTY DAYS OF WHEN YOU DISCOVERED THE DEFECT, OR WHEN YOU SHOULD HAVE DISCOVERED THE DEFECT IN THE ORDINARY EXERCISE OF DUE CARE. The notification must include proof of purchase, description of the problem, and supporting evidence, such as photographs.

You must provide India Unikfloors LLP with a reasonable opportunity to inspect the installed flooring, or to examine the defective or nonconforming flooring, before You undertake any repair, removal, or replacement of the flooring. Your failure to comply with the requirements of this paragraph will void your Warranty Coverage.

If a defect covered by this warranty is confirmed, India Unikfloors LLP will, at its discretion, either repair or replace the defective product with the same or a comparable product. The warranty does not cover any costs associated with labor or installation.

EXCLUSIONS:

This warranty does not cover damage caused by improper installation, improper maintenance, accidents, abuse, misuse, or any other conditions beyond the control of India Unikfloors LLP. It also does not cover natural variations in color, texture, or finish that are inherent to the product.

LIMITATION OF LIABILITY:

In no event shall India Unikfloors LLP be liable for any incidental, consequential, or punitive damages arising out of or in connection with the use or performance of its products, even if India Unikfloors LLP has been advised of the possibility of such damages.

India Unikfloors LLP shall be liable only on the material cost of actual product, no liability on labor cost, third party damage, or damage to any other material at customer site.

TRANSFERABILITY:

This warranty is non-transferable and applies only to the original purchaser of the flooring product.

GOVERNING LAW:

This warranty shall be governed by and construed in accordance with the laws of Udaipur District Court situated in the state of Rajasthan, without regard to its conflict of law principles.

MATERIAL PRORATION		
5 Years Limited Commercial Warranty	1st Year - 2nd Year	100%
	3rd Year - 4th Year	60%
	5th Year	20%

CONTACT INFORMATION:

For warranty claims or inquiries, please contact:

India Unikfloors LLP

B 502 SANSKAR SECOND NEW NAVRATAN COMPLEX, Bhuwana Girwa Udaipur Rajasthan
313001, INDIA.

Email: support@formasafloors.in

Website: <https://www.formosafloors.in/>

DISCLAIMER:

This warranty constitutes the entire agreement between [Company Name] and the purchaser and supersedes all prior or contemporaneous agreements, representations, warranties, and understandings, whether written or oral.

Signature:

[Authorized Signature]

Date: