

GRIGIO FLOORS WARRANTY CARD

1. General Warranty Terms

1.1. Grigio Floors UAB with registered headquarters in Architektų str. 160-58, Vilnius, Lithuania, grants a quality guarantee on the floorboard in accordance with the terms described in the present warranty card, which should be completed and stamped by the Seller, and issued to the purchaser along with the product.

1.2. Grigio Floors UAB responsibility for the warranty granted covers physical defects resulting from causes attributable to the product.

1.3. The party authorised by the warranty is the Purchaser who meets the conditions stipulated by the present warranty.

1.4. The present warranty does not in any way exclude, limit or suspend the Purchaser's rights arising from the regulations concerning warranty for defects in items sold, nor those arising from the generally applicable domestic legislation appropriate to the sales agreement.

1.5. The party authorised and making use of the present warranty hereby declares that they understand and accept its content.

2. Subject of the warranty

2.1. The warranty applies to Grigio Floors UAB engineered wooden floorboards (the Product). The validity period of the warranty runs from the purchase date and is:

- 15 years for all Products installed in residential facilities;
- 5 for all Products installed in public and commercial facilities.

2.2. Grigio Floors UAB confirms that its Products meet the requirements of the technical standards for layered wooden floors and are suitable for use for their intended purpose.

2.3. The warranty covers:

- that manufactured parquet boards are free of manufacturing errors or material defects;
- the durability of floor surface layer when used normally and maintained according Grigio Floors maintenance instructions;
- structural stability when installed normally according to Grigio Floors installation instructions and maintained according to Grigio Floors maintenance instructions.

3. Warranty conditions

3.1. The warranty on the Product is conditional upon adherence to the principles and instructions concerning storage, installation, care and use of the wood floor as contained in:

- Storage instructions document, available on the website www.grigiofloors.com or from the seller.
- Pre-installation and installation Instructions document, available on the website www.grigiofloors.com or from the seller.
- "Use of UV lacquered wood floors" or "Use of UV oiled wood floors", depending on the type of finishing of the floor's surface layer, available on the website www.grigiofloors.com or from the seller.

3.2. Proof of purchase of the floor must be presented to make use of the entitlements from the warranty. In addition, the Purchaser shall present a properly completed warranty card by the Seller.

3.3. It is recommended that the Product is installed by qualified professionals, who have the appropriate equipment and parquet laying knowledge.

4. Not covered by this warranty

4.1. When buying a product made from the natural raw material such as wood, the Purchaser should be aware of the possibility of minor visual variations between the natural wood colour, grain pattern, amount or natural characteristics of wood (such as knots, sapwood, color variation) as shown in the sample display or photographs included in the Grigio Floors marketing materials, and the products offered for sale. Colour variations resulting from the natural structure of the wood, and differences in the distribution or frequency of natural characteristics of wood between the Grigio Floors sample display or catalogue photographs, and the product bought by the Purchaser are not covered by the present warranty.

4.2. This warranty also does not cover: a) damage due to abuse, misuse, accidents, insect infestation or force majeure, and other damage; b) extend to purely visual impairments such as dents, gaps, colour variations due to light, deformations of flooring boards caused by seasonal or climatic conditions; c) changes to the UV lacquer or UV oil layer or the surface layer of the Product resulting from normal use of the floor and natural wear and tear, d) mechanical and chemical damage or scratches caused by cleaning, maintenance or use contrary to the Installation Instructions and the terms and conditions of use of UV lacquered or UV oiled floors, depending on the type of finishing of the Product's surface layer. e) changes to the colour of the wood caused by the sunlight, f) defects caused by improper installation or use of the floor in conditions inconsistent with those included in the Installation Instructions or the usage conditions for UV

lacquered/ UV oiled floors, g) a Product installed on a underfloor heating with parameters inconsistent with those stated in the Installation Instructions and underfloor heating instructions, if this has caused the damage, h) missing filling in knot cavities in brushed floorboards which is characteristic of this type of finishing of the Product's surface layer, i) for a Product which was installed despite being defective, j) creaking of wooden floors resulting from the natural properties of the wood, k) modification or repairs to the Product by the user if the work has not been agreed in writing with Grigio Floors, l) mechanical damage caused during transport, except transport carried out by Grigio Floors or commissioned by him.

5. Reporting defects

5.1. Claims should be submitted in writing or by email within one month of the defect appearing, describing the basis for the claim in as much detail as possible.

5.2. The claim may be submitted to the seller from whom the Product was purchased, or directly to Grigio Floors. The claim should include the documents in accordance with pt. 3.2 of this warranty (scans or copies of the documents), and as far as is possible also photographic documentation of the floor being claimed for.

5.3. In the event that the claim is submitted directly to Grigio Floors, it should be addressed to: UAB "Grigio Floors", Architektų str. 160-58 or by email to hello@grigiofloors.com.

6. Complaint procedures

6.1. In order to verify the validity of the complaint, Grigio Floors reserves the right to inspect the floor being claimed for at the location where it is installed or stored at a previously agreed time.

6.2. The claim will be resolved within 5 weeks of being submitted to Grigio Floors. In the event that it is necessary for an inspection to be conducted at the Purchaser's premises, the claim will be resolved immediately after this, but no later than 5 weeks after completion of the inspection.

6.3. Grigio Floors will provide information in writing or by email about the manner in which the claim is to be dealt with.

6.4. In the event that the claim is considered valid, Grigio Floors may choose to: • replace the faulty product with a product free of defects of the same value, • rectify the defects discovered free of charge, • pay financial compensation in the event that it is impossible to rectify the defect, or that this would involve inordinate costs considering the value of the fault-free Product and the type and seriousness of the fault discovered.



6.5. The warranty period is not extended by a warranty claim. Claims under the warranty period.