

REFLEX AND EQUIFLEX RUBBER FLOORING

WARRANTY TERMS AND CONDITIONS

Version: 2026/1
Effective from: 01 January 2026

1. Scope of this Document

This document sets out the terms and conditions of the voluntary 36-month warranty provided for rubber flooring products manufactured under the ReFlex and EquiFlex brands.

The specific technical parameters, intended use, installation requirements and maintenance instructions for each product are defined in the relevant and current Technical Data Sheet and Installation & Maintenance Guide.

The warranty is valid only if the product has been installed, maintained and used in accordance with these documents.

2. Material Characteristics

The products are manufactured primarily from recycled SBR rubber granulate using a polyurethane binder.

The SBR granulate undergoes mechanical and magnetic cleaning in accordance with industry standards. Due to the nature of recycled raw materials, minimal, aesthetically non-disturbing textile or steel wire residues may occur. Such residues do not constitute a manufacturing defect.

Due to the characteristics of recycled materials, the following may also occur:

- minor aesthetic differences between individual tiles (even within the same pallet),
- dimensional or thickness deviations within the tolerances specified in the Technical Data Sheet,
- dimensional changes (expansion or shrinkage) due to variations in temperature and humidity, inherent to rubber materials.

The polyurethane binder used during manufacturing may cause temporary yellowish discoloration of the surface when the tiles are first exposed to direct UV radiation. This phenomenon may appear within a few days of installation and gradually disappears during normal use. Temporary discoloration does not constitute a manufacturing defect.

3. Subject and Duration of the Warranty

The manufacturer provides a voluntary warranty of 36 months from the date of delivery (invoice date).

The warranty exclusively covers defects proven to result from manufacturing or material faults.

A valid proof of purchase is required to assert any warranty claim.

4. Exclusions from Warranty

The warranty does not apply in particular to:

- Installation or use not in accordance with the Technical Data Sheet or Installation & Maintenance Guide.
- Improper or non-verifiable installation.
- Normal wear and tear resulting from regular use (e.g., under swings, at slide landing areas, or high-traffic zones in gyms).
- Fading or color change caused by ultraviolet radiation.
- Surface darkening resulting from use.
- Shade variations between tiles, or differences between samples, printed/online representations and the delivered product.
- Dimensional deviations within the tolerances specified in the Technical Data Sheet.
- Minor flash or burrs remaining from the manufacturing process.
- Damage caused by improper storage prior to installation (e.g., mold formation, deformation).
- Use of acidic or corrosive chemicals, chlorine-based substances, solvents, abrasive cleaners, petroleum-based adhesives or sealing materials.
- Discoloration caused by limescale, salt deposits, salt water or chemically treated water.
- Aesthetic differences caused by varying exposure to sunlight or moisture.
- Damage caused by pests, domestic animals or vandalism.
- Damage resulting from negligence or improper use.
- Loads exceeding the load category specified in the Technical Data Sheet.

5. Warranty Claim Procedure

Warranty claims must be submitted in writing without undue delay, but no later than 8 days after the defect has been discovered.

The claim must include:

- a copy of the proof of purchase,
- a detailed description of the defect,
- photographic documentation,
- the date of installation.

The manufacturer reserves the right to conduct an on-site inspection or request product samples.

6. Fulfilment and Limitations of Warranty

In the event of a valid warranty claim, the manufacturer shall, at its sole discretion:

- repair the defective product, or
- replace it.

The warranty is strictly limited to the repair or replacement of the defective product.

The warranty does not cover indirect or consequential costs (including, but not limited to, removal, reinstallation, transportation or any related expenses), unless reimbursement is required by mandatory law.

7. Final Provisions

These Warranty Terms and Conditions are issued under version number 2026/1 and are effective as of 01 January 2026.

The version of the warranty terms in force at the date of delivery shall apply to the respective sale.