

# Warranty terms for ReFlex, AgroFlex and EquiFlex rubber coverings

## Duration of warranty

The manufacturer assumes a 3-year warranty for rubber coverings, for use in both residential and public areas, in the case of failure of the product due to manufacturing or material defects.

## Notification obligation

Nádland Kft. shall repair or replace the product, at its own expense, if a problem arises during the warranty period due to a material defect or a fault of manufacturing. If a fault is detected, the customer is obliged to notify the seller as soon as possible to avoid any further damage.

## Exclusions

The warranty does not cover any problems or damages that occur as a result of any of the following factors:

- Improper installation and / or improper maintenance
- Fading caused by sunlight (the wear taking place during outdoor use, as well as the change of colour due to ultraviolet radiation, are to be considered as normal phenomena, which do not constitute the basis for a complaint)
- Any differences in colour shades of each element, which may occur due to the nature of recycled materials
- The use of acidic and corrosive chemicals, chlorinated compounds, solvents, abrasives
- Lime stains, as well as the use of petroleum-based adhesives and sealants
- Differences of colour shades between the samples or product photos – either in print or on a web interface – on the one hand, and the specific delivered product on the other hand
- Abrasion or wear which are expected due to the use or environmental effects
- Damages caused by pests
- Neglect, misuse, deliberate or incidental abuse, vandalism

## Ways and limitations of enforcing warranty

ATTENTION: proof of purchase is required to validate the warranty

- The scope of the warranty covers the replacement or the repair of the defective product. Nádland shall not be liable for any extra costs incurred (dismantling of broken casing, reshipment, installation of new products etc.).
- The recycled rubber flooring, like other recycled materials, are not totally alike. In terms of size and thickness, the strictest criteria are supported during production, but even so, there may be some differences. Due to its nature, rubber can expand and contract because of changes in temperature and humidity.
- The manufacturer shall not be liable for uses of the rubber tiles out of the scope of their intended purposes or objectives.

For information on the installation and maintenance of the rubber tiles, please read the Installation and maintenance manual.