

# YUTRA FLOOR PANELS WARRANTY

## I. Warranty Overview

SALAG Sp. z o.o. grants a limited warranty to the original purchaser of YUTRA floor panels, covering defects in materials and workmanship under normal residential and commercial use. This warranty is non-transferable and applies only to the original end-user.

## II. Warranty Periods

Navajo Series (4mm thickness)

- Residential Use: **10 years**
- Commercial Use: **Not covered**

Other YUTRA Series (with a 0.35mm wear layer)

- Residential Use: **15 years**
- Commercial Use: **3 years**

YUTRA Series (with a 0.55mm wear layer)

- Residential Use: **25 years**
- Commercial Use: **7 years**

## III. Conditions for Warranty

This warranty is valid under the following conditions:

- The floor panels must be installed in accordance with the provided installation instructions and maintained according to the care guidelines.
- The floor panels must be used in an environment that does not exceed the specifications of residential or light commercial use.
- The warranty covers only manufacturing defects that become apparent during the warranty period under normal use.

## IV. Exclusions

This warranty does not cover:

- Damage caused by improper installation, negligence, or failure to follow maintenance instructions.
- Wear or damage due to excessive use beyond residential or designated light commercial environments.
- Any damage resulting from accidents, misuse, abuse, neglect, fire, water damage (including subfloor moisture), exposure to extreme temperatures, or humidity.
- Changes in color due to exposure to sunlight, excessive heat, or aging.
- Damage caused by sharp objects, heavy furniture without proper floor protection, or rolling loads.
- Any issues arising from structural changes or settling of the building, subfloor movement, or uneven subfloors.

## V. Claim Process

To make a claim under this warranty, the original purchaser must contact SALAG Sp. z o.o. or the authorized dealer from whom the purchase was made within 30 days of discovering the defect. The claim must include:

- Proof of purchase, such as a sales receipt.
- A detailed description of the defect and photographs showing the defect.

## ▲ VI. Remedies

If a defect covered by this warranty is confirmed, SALAG Sp. z o.o. will, at its discretion:

- Repair the defective area.
- Replace the defective panels with the same product or a product of equivalent value.

## ▲ VII. Refund Schedule

In cases where a refund is applicable under this warranty, the amount refunded will be based on a sliding scale according to the time elapsed since the product purchase or delivery. The following percentages of the initial purchase price of the product will be refunded by SALAG Sp. z o.o.:

- Between 0 and 1 year: **100% of the purchase price**
- Between 1 and 5 years: **80% of the purchase price**
- Between 5 and 8 years: **50% of the purchase price**
- Between 8 and 12 years: **20% of the purchase price**

## ▲ VIII. Limitations

The liability under this warranty is limited to the replacement or repair of defective panels and does not cover any labor costs or additional expenses incurred. This warranty is exclusive and in lieu of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose.

## ▲ IX. Additional Provisions

- The warranty does not cover installation or removal costs, which remain the responsibility of the buyer or end-user.
- Products replaced under the warranty will be covered for the remaining term of the original warranty period.

## ▲ X. Miscellaneous

This warranty represents the sole warranty offered by SALAG Sp. z o.o. for YUTRA floor panels. Any amendments or modifications to this warranty must be made in writing and authorized by SALAG Sp. z o.o. In cases where provisions of this warranty contradict applicable national legislation, those provisions will be adjusted to comply with the law, while the remaining provisions will continue to apply.