

### **I. WARRANTY COVER:**

MeisterWerke Schulte GmbH, Johannes-Schulte-Allee 5, D-59602 Rütten-Meiste, warrants, over and beyond statutory rights under § 437 of the German Civil Code (replacement, cancellation of contract, reduction of purchase price and compensation), that the decorative/veneer coating on the purchased product will not wear away within the warranty period provided the product is properly used for the purpose for which it is intended, according to the following warranty conditions. Any spot on which the decorative coating has been removed down to the substrate material over an area of at least 1cm<sup>2</sup> is regarded as having worn away, though signs of wear on the edge area of an individual floor element are excluded from this warranty. Any improper use of the floor for a purpose for which it is not intended, as well as mechanical damage and non-compliance with the MeisterWerke care instructions for the respective floor exclude this warranty. The warranty applies exclusively to products sold as perfect and to use in private or commercial areas depending on the wear class, with the exception of damp rooms, for example bathrooms or saunas. The warranty only applies to products that have been purchased and installed within the European Union.

### **II. WARRANTY PERIOD:**

The warranty period is in accordance with the warranty time stated for each individual product and for the concrete type of use described.

### **III. WARRANTY CONDITIONS:**

The flooring must be fitted professionally and especially in a accordance with the fitting instructions accompanying every third product packaging, in the permitted areas of use stated therein. In particular the instructions relating to checking moisture in the substrate and the instructions for installation over under floor heating must be observed. The material must be checked for any material faults or damage before being fitted. Similarly, the flooring must be cared for and cleaned according to the care instructions supplied with the product. If these installation and care instructions are missing and/or incomplete, the claimant must request these instructions from a specialist retailer or directly from MeisterWerke before starting the fitting.

### **IV. REPORTING A WARRANTY CLAIM:**

Any complaint must be made in writing, enclosing the original invoice from the retailer, which serves as a certificate of warranty. If it is not possible to present the original retailer's invoice, any claim under the warranty is excluded. Following receipt of the claim, MeisterWerke must notify the customer within four weeks of whether a warranty claim has been acknowledged. If no notification is given within this period, the warranty claim is deemed to have been rejected. During this period, MeisterWerke or a third party employed by them must be granted access to the flooring which is the subject of the complaint on site in order to investigate whether the claim is justified.

### **V. SCOPE OF THE WARRANTY:**

When a warranty claim is acknowledged, MeisterWerke will repair the defective floor element or alternatively provide replacement material of the same quality – if at all possible from the same range – for the entire contiguous area in which the problem has occurred. The customer can collect the replacement material free of charge from the original sales outlet stated in the original invoice, excluding any further claims over and beyond this, including but not only claims to compensation for removal or fitting of the flooring, or to compensation for consequential damage that has occurred other than in the product supplied itself.

### **VI. LIMITATION OF WARRANTY:**

The warranty period is not extended by a warranty claim. Claims under the warranty expire six months from the date of MeisterWerke's receipt of the customer's written complaint (see IV.), but no earlier than the expiry of the warranty period.