

20-year limited warranty for domestic use for Venossa New LVT panels.

SCOPE

Multicontract Sp. z o.o. provides a warranty for a period of 20 years from the date of purchase stated on the invoice or receipt in accordance with this warranty information.

The warranty applies to products installed in domestic premises. Warranty cards for commercial premises are issued separately on an individual basis, and their content is influenced by, among other things: the purpose of the premises, intensity of use, the industrial doormat system installed, and other factors not mentioned here that may affect the product.

This warranty applies to products installed in accordance with current construction practices in the field of flooring and the Multicontract Sp. z o.o. installation instructions dedicated to the Venossa New collection. In addition, the products must be used in accordance with their intended purpose. The performance parameters are specified in the technical data sheet. Please read it before installation. The cleaning and maintenance instructions also form an integral part of this document. Compliance with the rules contained in this document is a condition for maintaining the warranty.

Multicontract Sp. z o.o. provides a warranty in the following scope: visible surface defects that cannot be removed and affect the appearance or proper use of the product, reported before installation, including stains and other defects in the external structure, e.g. indentations or protrusions that are not a normal manufacturing feature of the product, as well as defects that cause excessive wear.

IMPORTANT

Before proceeding with installation, the goods should be thoroughly inspected externally. Any visible defects in the product should be reported immediately, before installation begins. In such cases, defective products will be replaced with new ones. Complaints about installed products whose defects could have been detected before installation will not be considered.

WARRANTY TERMS

The warranty is valid provided that:

- all conditions set out in this warranty card are met;
- the substrate/underlay for the panels has been prepared correctly, in accordance with good building practice in the field of flooring;
- the panels are installed correctly, in accordance with the instructions provided by Multicontract Sp. z o.o. and good building practice, using professional materials and tools designed for this type of application (adhesives, acoustic mats, etc.);
- compliance with the required climatic and humidity conditions of the environment and substrate/underlay specified in the installation instructions;
- use of the product in accordance with its intended purpose;
- securing movable items in the room (e.g. tables, chairs) with felt pads;
- use protective mats designed for this purpose under chairs with castors (except for chairs with castors made of soft, non-scratch material);
- ongoing floor maintenance was carried out in accordance with the recommendations set out in the document "cleaning and maintenance" dedicated to the Venossa New collection.

CLAIMS

- All defects should be reported immediately after their discovery in writing to Multicontract Sp. z o.o. or the distributor appropriate for the place of purchase (in the case of surface defects that can be detected during external inspection - no later than 30 days after delivery).
- The complaint should be accompanied by: a copy of the invoice or receipt, the production batch number on the packaging, a photo of the defect and a detailed description of the defect.
- Multicontract Sp. z o.o. will replace defective products at no additional charge, provided that the defects were present prior to installation and are not the result of improper storage or handling (i.e. mechanical damage caused by the Purchaser).
- If a defect is detected during the installation process, it should be stopped immediately and the problem reported to the supplier.
- The Buyer shall make the area where the product was installed available for inspection and necessary technical activities and tests to determine the cause of the defect and, if necessary, allow a sample to be taken from the installed floor for laboratory testing.
- Multicontract Sp. z o.o. undertakes to pay appropriate compensation in the event of a defect being detected that is not the fault of the Purchaser, provided that the defect is covered by the relevant warranty and all the conditions set out in this document have been met.
- The amount of compensation awarded may not exceed the purchase price of the product. Costs such as transport, installation, dismantling, fixtures (walls, furniture, etc.) and materials used in the installation process are not refundable.
- The guarantee does not cover compensation for lost income or damage to reputation (e.g. temporary unavailability of premises).

The amount of compensation is variable and takes into account depreciation over time:

2 years:	100%
3 years:	80%
5 years:	60%
8 years:	40%
10 years:	20%
15 years:	10%
20 years:	0%

WARRANTY EXCLUSION

The warranty shall be void in the following cases:

- the product was discounted at the time of sale due to a defect, and the Buyer was aware of this defect;
- the defect is caused by improper installation (not in accordance with the recommendations contained in the Multicontract Sp. z o.o. installation manual and the applicable building practices in the field of flooring);
- the product was damaged as a result of improper storage or was used contrary to its intended purpose;
- the defect was caused by a random event, natural phenomenon or other independent factor, e.g. fire, accident, explosion, flood, avalanche, collapse, excessively low or high temperatures, lightning strike, vandalism;
- the defect was caused by negligence or failure to follow the rules of use and maintenance, e.g. cleaning the floor with steam (prohibited), using alcohol-based cleaning agents, solvents or petrol (prohibited); damage during transport and storage, damage caused by hard particles that can cause scratches, such as sand, gravel, and improper handling of the product during use;

- the product has been installed and the defect was detectable prior to installation, as well as when the product has not been installed but has been permanently mechanically damaged, e.g. cut, stained with adhesive, etc.;
- the product was installed on an unsuitable or insufficiently durable substrate/underlay;
- in the case of damage caused by localised burning, cutting, gouging, abrasion, denting, loss or change of colour resulting from underlays installed under the product, e.g. asphalt or tarry substances;
- indentations or scratches caused by sharp objects or point pressure caused by very heavy loads, such as unprotected table legs, chairs, furniture legs, sharp heels, etc.;
- colour change caused by factors such as improper maintenance or care;
- inappropriate chemicals were used for installation, causing deformation, colour changes or failure to properly bond the flooring to the substrate/underlay;
- the installation was carried out in poor climatic conditions (ambient humidity, ambient temperature, substrate humidity, substrate temperature, lack of or inadequate acclimatisation of the product prior to installation, etc.);
- if the purchased product has a difference in colour, gloss, embossing of the wear layer compared to samples, displays, catalogue photos, or there is a difference resulting from the production batch and it is installed;
- the entire batch of goods is not checked for production batch consistency and, during or after installation, a colour difference between individual elements becomes apparent;
- use of rubber mats or other materials on the outside of the floor that react chemically with the wear layer of the floor;
- the defect has another cause not mentioned above, but it is not the fault of the manufacturer or supplier.

This warranty confers specific rights regardless of the destination of installation or purchase of the products. Any disputes shall be settled by the court competent for the registered office of Multicontract Sp. z o.o.

All previous versions of this document shall cease to be valid on the date of entry into force of this version.

Karczew, 1 September 2025.