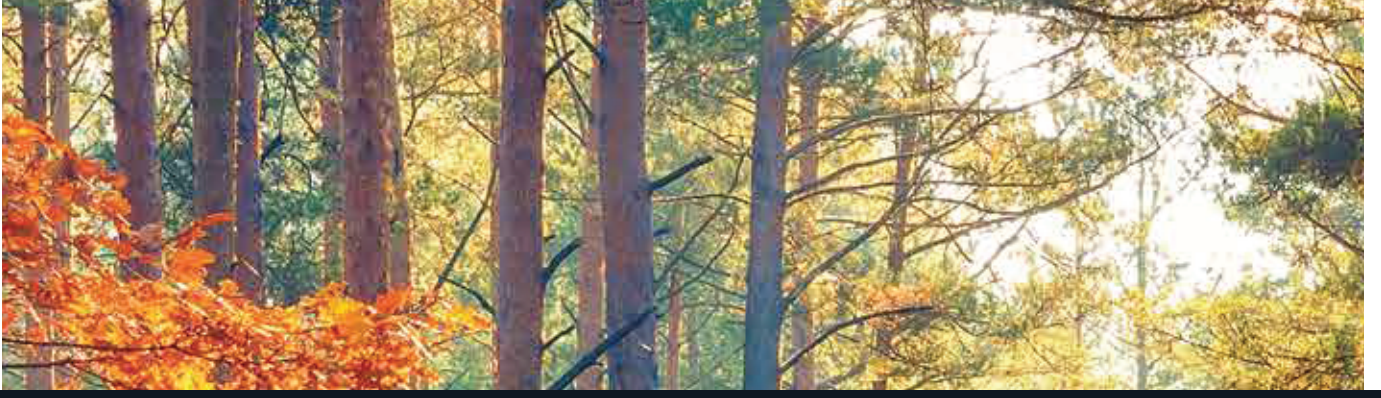




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1 Warrantor

AREA FLOORS ZEMİN KAPLAMALARI SANAYİ VE TİCARET ANONİM ŞİRKETİ, Ömerli, İlgaz Sk. NO:7/1, 34275 Arnavutköy/İstanbul a manufacturer of Vinyl SPC, gives the following warranty in addition to legal rights regarding defects in wall and floor coverings purchased.

2 Warranty period

The warranty period depends on the product category, product series, technical specifications and the intended use of the product purchased. The warranty period begins with the date of the invoice and the purchase of the product by the person entitled to the warranty. In the event of a warranty claim, the warranty period will not be extended, and a new warranty period will not be started.

Warranty Type	Wear Layer Type	Coverage
Residential Warranty	0,5 wear layer	20 Years
	0,3 wear layer	15 Years
Commercial Warranty	0,5 wear layer	7 Years
	0,3 wear layer	3 Years
Structural & Joint Integrity		Lifetime

3 Scope and performance under this manufacturer's warranty

3.1 The warranty applies to:

The warranty is limited to latent defects. These are defects that are not visible before or during installation of the flooring.

If damage occurs during the warranty period, the manufacturer will provide financial compensation under this warranty. Depending on the warranty given, the payment will be reduced each year (e.g. 7-year warranty is reduced by 1/7 each year; 20-year warranty is reduced by 1/20 each year).

3.2 Warranty conditions for:

3.2.1 Wear Warranty

This is limited to wear on the surface of the boards. The wear must be easily visible and cover at least 10% of the installed floor. Gloss reduction or surface scratches are not considered surface wear.

3.2.2 Lifetime Structural Warranty

AREAFLOORS products are carefully inspected during the production process before packaging and are guaranteed to be free of manufacturing defects, except for minor color deviations that cannot be technically prevented and minor defects that do not significantly reduce their use value.

3.2.3 Lifetime Joint Integrity Warranty

The joints will remain intact, and the plates will not separate from each other.

NOTE: All AREAFLOORS floors are designed to minimize gaps that can occur in natural floors with seasonal fluctuations. Small gaps (up to 0.2 mm or 0.01 inch) may occur without unlocking the parts and this is not considered a defect.

4 Warranty conditions

This warranty applies to AREAFLOORS vinyl SPC flooring products and is valid only for use in indoor applications subject to normal traffic.

This warranty provision applies only to upholstery products at the original installation site from the date of purchase.

Before installing the floor, please read the installation instructions carefully from start to finish and strictly follow the instructions. Final inspection and approval is the responsibility of the customer. Before installation, inspect the material for visible defects/damage, including defects or inconsistencies in daylight, color or gloss; check the edges of the flooring for straightness and any damage. No claims for surface defects after installation will be accepted. Incorrect installation will void the Warranty.

AREAFLOORS cannot assume responsibility for the suitability of the flooring material and accompanying products for each individual installation, as AREAFLOORS has no control over the correct application by the installer. If a single piece is questionable in appearance or size, the installer should not use it.

Maintenance and cleaning should be carried out according to the current maintenance instructions. Timely maintenance of the surface coating guarantees the long-term durability of AREAFLOORS floors. Improper maintenance of the surface coating will void this warranty. Full installation and cleaning instructions can be found on the product packaging or at <https://www.areafloors.com.tr/>.

Calcium chloride moisture test must be performed when installing on concrete.

USA/Canada: Readings greater than 3 lbs./1000 sq. ft./24 hours are not acceptable for installation. EU: 2,5 cm. The static load of the floor must not exceed 30kg/cm².

The use of wheelchairs other than wheelchairs made of rigid seamless plastic according to DIN 68131 and/or EN 425, with a diameter of at least 50 mm and a tread width of 20 mm will void this warranty.

Wrinkling of the product is only considered a defect if it falls outside the standards in ISO 23999 and ISO 10582:2017.

This limited warranty does not apply to damage caused by improper handling or use of the floor, inadequate maintenance, modification, and repair of the object by third parties without prior authorization.

Some variations in color and pattern of the same product reference/party can be expected and are not considered as defects.

AREAFLOORS is not responsible and will not accept claims for the installation of material that does not meet customer expectations visually or in terms of shade consistency or variation. Installation of material should be considered approval of pattern, color, appearance and all other visual factors including but not limited to squareness and thickness.

The warranty covers only the repair and replacement of the floor. Any other liability is excluded if permitted by law. AREAFLOORS is in no way liable for consequential damage such as business interruption, dismantling costs, loss of profit, etc.

Residential Warranty Coverage	0,5 wear layer	Years 0–2	100% of the customer's original purchase price for the flooring product, including removal and reinstallation costs.
		Years 3–20	The compensation will decrease by 5% of the original purchase price per year, with no coverage for removal or reinstallation costs.
	0,3 wear layer	Years 0–2	100% of the customer's original purchase price for the flooring product, including removal and reinstallation costs.
		Years 3–15	The compensation will decrease by 7% of the original purchase price per year, with no coverage for removal or reinstallation costs.
Commercial Warranty Coverage	0,5 wear layer	Years 0–1	100% of the customer's original purchase price for the flooring product, including removal and reinstallation costs.
		Years 2–7	The compensation will decrease by 14% of the original purchase price per year, with no coverage for removal or reinstallation costs.
	0,3 wear layer	Years 0–1	100% of the customer's original purchase price for the flooring product, including removal and reinstallation costs.
		Years 1-3	The compensation will decrease by 33% of the original purchase price per year, with no coverage for removal or reinstallation costs.

5 Warranty exclusions

Warranty claims do not apply to damage caused by the following.

- Problems caused by alkalis, hydrostatic pressure, expansion and contraction between plates/tiles,
- Damage caused by exposure to extreme cold, heat or dryness,
- Damage caused by irregularities in the subgrade, improper subgrade preparation or improper use of subgrade materials,
- Damage caused by moisture to surrounding structures, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or any other components not related to the structural integrity or dimensional stability of the floor plank or tile is not covered by the warranty.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture.
- Damage caused by adhesives or tapes, stains, scratches, gouges, scuffs, punctures, tears, cuts, marks, burns, accidents, lack of proper furniture rests; improper storage and handling or incidents such as fire, flood (as well as plumbing leaks such as overflowing sinks or similar water damage) or abuse,
- Cuts, cracks, bumps, contamination, improper care or abuse caused by objects such as roller skates, stiletto heels, golf shoes, sharp objects, animal claws/nails; abrasive materials including but not limited to gravel, sand,
- Any damage caused by pets to the subfloor and/or surrounding structure,
- Loss of gloss consistent with normal wear and tear over time,
- Dissatisfaction, trouble or damage caused by the use of unsuitable installation tools and/or materials,
- Failure to follow the installation instructions and maintenance guidelines recommended by AREA FLOORS,
- Floor coverings installed in inappropriate places,
- Insect infestation after shipment from the factory,
- Falling or dropped objects crush or break the floor or pavement,
- Factory untreated surfaces, including, but not limited to, remodeling or recoating.

6 Recommendations

6.1 Mats

AREAFLOORS recommends the use of a floor or entrance mat to prevent the ingress of dirt and moisture, and also that floor mats are not placed loosely on the floor. This mat should not contain the emollient octyl benzoate as this can cause delamination of the top layer of the floor.

6.2 Color fading

Wood, vinyl, cork, carpet or any floor covering will change color under the influence of sunlight due to UV rays. Effective sunscreens are an important way to prevent your floor from discoloring.

7 Assertion of the warranty claim

The customer must submit a warranty claim with the following documents:

- Informative photos.
- Original invoice with proof of purchase date, supplier/dealer stamp.

The warranty claim must be made within 15 days of the defect appearing, submitted in writing to the retailer who sold you the material. After verifying the claim, the retailer will inform AREAFLOORS and, if necessary, an inspection will be arranged.

AREAFLOORS reserves the right, before accepting a complaint, to inspect the affected floor on site or to have it inspected by a third party, to request photographs of the affected boards and the surrounding environment, or to request the boards themselves for inspection of the defect.

If a defect is confirmed, AREAFLOORS will arrange for the defective floor to be repaired or replaced. If the floor needs to be replaced, the replacement material will be of the same design and color as the original. If the original floor is no longer available, another AREAFLOORS flooring product of equal value will be supplied.

Repair or replacement of all or part of the flooring is at the discretion of AREAFLOORS, and all labor costs will not be covered. Other costs associated with installation, repair or replacement will not be covered under this warranty. Any attempt to repair, refinish or replace the defective product prior to inspection by an AREAFLOORS retailer will void this warranty.

AREAFLOORS will repair or replace a floor once during the warranty period.

8 Exclusion of liability

The warranty is non-transferable and applies only to the original purchaser (whose name appears on the invoice) and will expire upon transfer or resale of the product or installation site.

All information contained in brochures, data sheets, advertising and marketing materials and statements made by sales representatives or dealers are general information and are not binding on AREAFLOORS. Sales representatives and dealers are not authorized to modify the warranty.

9 Warranty card

AREA FLOORS	First Publication Date	15.05.2025
	Revision No.	00
	Revision Date	15.05.2025
	Date	
SELLER		
Company name	Area Floors Zemin Kaplamaları ve Dış Ticaret A.Ş.	
Address	Ömerli, Ilgaz Sk. NO:7/1, 34275 Arnavutköy	
BUYER		
Name of the warranty holder		
Street / Number		
City Country		
E-mail address		
PRODUCT		
Product code		
Invoice No		
Order No		
Batch Number		
Quantity Purchased (m ²)		
Defective Quantity (m ²)		
COMPLAINT DESCRIPTION		
COMPLAINT PHOTOS		
BUYER		
Name - Signature		
	Document No:	AF-FRM-KLT-0018

It was sent by AREAFLOORS.

The Excel version of the warranty form is available on our website:
www.areafloors.com.tr