

FLOORCOVERING PRODUCT WARRANTY

LG HAUSYS

LG Hausys guarantees floorcoverings products according the following rules

- 10 years warranty in Contract business
- 20 years warranty in Residential business

Floorcovering concerned	Contract	Residential
ORIGIN	10 years	----
ORIGIN CONDUCTIVE	10 years	----
DECOTILE 30	10 years	20 years
DECOTILE 55	10 years	20 years
DECOTILE 70	10 years	20 years
DRYBACK PRESTG 55	10 years	20 years
DECOLAY & DECOLAY ACOUSTIC	10 years	20 years
DECORIGID PRESTG 6.0	10 years	20 years

LG HAUSYS warranty will be applied in accordance with the following conditions and restrictions after LG HAUSYS competent department acceptance of a product failure.

1. Application of the guarantee

- Product guarantee start at the invoice date,
- Product had been installed in accordance within the state of art, the regional regulation rules, and LG Hausys installations guidelines.
- Product had been maintained in accordance with LG Hausys Cleaning and maintenance guidelines.
- The use of the product is compliant with the dedicated classification declared by LG Hausys (cf. ISO 10874)

2. Guarantee limitation

- Damages due to external origin not linked to floorcovering are not covered by the LG Hausys guarantee, and in particular :
- Floorcovering use not compliant with the product usage classification and out of the product specifications.
- Damages occurring during storage, transportation, and product handling before installation,
- Faulty installation,
- Damages caused by wrong installation or faulty subfloor preparation before product installation,
- Damages caused by the lack of flooring protection, absence of adapted entrance mat before / on the floorcovering,
- Damages caused by furniture handling without correct protection,
- Damages caused by cutting, punching, or perforating tool,

- Stains, scratches, splashes, burns caused by the used made by the floorcovering,
- Damages caused by water or moisture content in the product environment,
- Design or building mistakes,
- Adhesion issue due to wrong adhesive use or mechanical effect due to subfloor quality
- Subfloors failures,
- Non-compliance with specification and state of art rules by installation company or responsible person in charge of floorcovering installation.,
- Random wear on floorcovering,
- Brilliance alteration for any reasons,
- Visual aspect alteration of floorcovering in heavy traffic areas, and exposed areas with, dust, particles, sand which caused excessive wear,
- Colour variation or discoloration due to UV exposure or any other exposure,
- Discoloration or alteration of the top layer of the floorcovering du physical contact with non-compatible material (example : material with rubber or latex content),
- Burns , discoloration caused by direct contact of chemical agent, dye residue from carpets, mat, or rubber, latex, or other synthetic material in contact with the floorcovering,
- Failed hot welded joint,
- Damages due to inappropriate maintenance procedures or any other causes beyond the control of LG Hausys,
- Damage due to stains, cuts, scratches, dents, grooves, scrapes, punctures, tears caused by loads above the specified static load limit,
- Damages caused by absence of furniture protections or excessive use of floorcovering,
- Damages due to normal use of floorcovering
- Damages caused by leak from pipes or equipment or from the use of a steam cleaner,
- Presence of mold and/or moisture between floorcovering and subfloor,
- Discoloration, stains, smells, swelling caused by mold or moisture presence under the floorcovering,
- Any inappropriate use of the floorcovering,
- Unreasonable expectation of the floorcovering performances not related to the classification standard.

3- Warranty implementation conditions

- a- Warranty will be applied if an official claim is sent to LG Hausys Europe GmbH, within the 30 days of the fault findings at the following address.

LG Hausys Europe GmbH(F.F)
 Lyoner Str. 15, ATRICOM C6, 60528,
 Frankfurt am Main,
 Germany

To be considered as official a claim needs to contain :

- LG Hausys floorcovering invoice copy
- Product traceability information (barcode and batch number),
- Problem detailed explanation with general and detailed pictures

b- LG Hausys reserves the right to inspect jobsite's claim or to inspect the product and to take a sample of the product on site for analysis. (The possible taking of a sample on site does not in any way presume the responsibility of LG HAUSYS in the appearance of the defect reported)

c- If all or part of the floorcovering is recognized as faulty, before installation and the warranty conditions are applicable, LG Hausys will compensate or replace all or part of the floorcovering recognized as faulty to the customer or the final user by providing an equivalent product within the 70 days following the claims acceptance. Replacement floorcovering due to warranty application is covered by the initial floorcovering warranty.

d- If all or part of the floorcovering is recognized faulty after installation and the warranty conditions are applicable, LG Hausys will compensate, this compensation will be degressive. This degressive compensation is based on the floorcovering depreciation described in the following table

e- LG Hausys compensation cover the faulty floorcovering value as described in the following table,

Time since Product purchase or delivery	% of buying price (exclude LG Hausys customer margin) taken in account
From 0 to 24 months	100%
From 2 to 5 years	80%
From 5 to 8 years	50%
From 8 to 10 years	20%
From 10 to 20 years (residential)	10%

If additional costs or compensations due to uplift operations must be taken in account in the claim, these information must be declared and justified to LG Hausys at the same time than the original claim Compensation levels will be defined by LG Hausys. Any additional costs or compensation request after the original claim declaration will be rejected .:

4- Notes

- This warranty is the only Sales warranty for LG Hausys products,.
- This sales Warranty can be inly modified by LG Hausys.
- If any warranty conditions are contrary to the local legislation, these conditions will be adapted by LG Hausys to be compliant with the Local legislation. Warranty

conditions are still valid during the potential condition's adaptation.

- All information about the warranty contained in LG Hausys documents can be updated by LG Hausys without any notice.

- Les informations contenues dans nos documents sont susceptibles d'être modifiées à tout moment et sans préavis. It is up to our Customers to contact LG Hausys to confirm the correct version of the document.