



SPC VOX REGA Flooring WARRANTY Terms and Conditions

I. WARRANTY PERIOD

Profile VOX guarantees that REGA products will be free from material and manufacturing defects from the date of purchase for the period specified below. The warranty period is as follows:

- 20 years for the REGA collection when used in residential settings.
- 10 years for the REGA collection when used in commercial settings.

II. WARRANTY COVERAGE

In consideration of product ageing, warranty coverage is based on a pro-rata rate relative to the time elapsed, calculated exclusively from the initial value of the floor covering. At the end of the warranty period, the warranty coverage value is reduced to zero.

Residential Use

1st and 2nd year: 100%	5th and 6th year: 80%	9th and 10th year: 60%	13th and 14th year: 40%	17th and 18th year: 20%
3rd and 4th year: 90%	7th and 8th year: 70%	11th and 12th year: 50%	15th and 16th year: 30%	19th and 20th year: 10%

Commercial Use

1st year: 100%	3rd year: 80%	5th year: 60%	7th year: 40%	9th year: 20%
2nd year: 90%	4th year: 70%	6th year: 50%	8th year: 30%	10th year: 10%

III. WARRANTY CONDITIONS

1. Usage must comply with the definitions specified for the CE application category (ISO 10874).
2. This warranty is valid only for REGA flooring installed indoors with appropriate accessories.
3. REGA flooring must be installed in accordance with the installation instructions and applicable national standards for flexible floor coverings. The customer/installer must be able to demonstrate that installation was performed according to the manufacturer's installation and maintenance instructions and in line with national standards. This information is located on the carton (packaging) and/or on the accessory packaging. If the instructions are unavailable, they can be obtained from the manufacturer, distributor/retailer, or downloaded from the website www.vox.pl. The customer/installer must also be able to show that only the recommended accessories were used for REGA flooring. If the installation is not performed by the end user, the retailer/installer must provide the end user with at least one copy of the installation and maintenance instructions as well as the warranty conditions.

IV. EXCLUSIONS FROM THIS WARRANTY

1. Damage/discolouration occurring during transport that was not reported upon delivery.
2. Damage occurring during storage, handling, or other pre-installation procedures.
3. Damage caused by using the flooring in external conditions.

4. Incorrect installation: the warranty does not cover products not installed in line with REGA flooring's installation and maintenance instructions, including issues resulting from using non-recommended adhesives, underlays, or improper surface preparation, and any procedures or installation methods exceeding the national standard for flexible floor coverings.
5. Damage due to moisture in the surface, including odours or mould development beneath REGA flooring caused by moisture.
6. Damage due to exposure to extreme temperature fluctuations.
7. REGA flooring is not intended for locations subject to regular and extreme temperature fluctuations or conditions characterised by rapid temperature changes, such as low night-time temperatures and high daytime temperatures caused by direct sunlight. Temperature fluctuations must remain between 6°C and 60°C and be evenly distributed across the flooring surface (localised heating of the floor is not permitted).
8. Operational damage to REGA floors caused by intensive use of heavy rolling loads.
9. Damage to REGA flooring or indentations caused by moving equipment or heavy loads without protecting the flooring (when moving heavy items, or when using trolleys to transport large objects, heavy equipment with wheels or rollers, and two- or four-wheeled carts, etc., the floor must always be protected with plywood or hardboard).
10. Labour costs for repairing or replacing material with visible defects before installation.
11. Improper maintenance causing loss of gloss or build-up of a cloudy layer on the surface, including damage caused by steam mops.
12. Damage resulting from neglect or improper use of strong detergents, chemicals, or corrosive substances, including stains from paint, dyes, mats, fertilisers, or similar materials.
13. Damage resulting from accidents, misuse, or abuse (including pet-related damage such as chewing, digging, or scratching, etc.). Accidents, misuse, or abuse include damage from furniture castors, cuts, impacts from heavy and sharp objects, high heels, cleated athletic shoes, and damage caused by unprotected furniture legs.
14. Damage resulting from leaks in plumbing or heating systems or from steam mops.
15. Fading or discolouration caused by excessive sunlight exposure.
16. Discolouration from mats or rugs with latex or rubber backing. Note that some rugs with synthetic backings contain latex used in manufacturing, which can cause floor discolouration and leave stains.
17. Minor differences in colour, shape, or texture between samples or images in brochures and the actual flooring.
18. Discolouration from rubber backings, wheels, tyres, castors, shoe soles, car tyres, etc.
19. Damage caused by construction or renovation work.
20. Any unrealistic expectations inconsistent with the specifications set in international standard ISO 10582.
21. PROFILE VOX ACCEPTS NO RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES UNDER ANY CIRCUMSTANCES. ALL IMPLIED WARRANTIES THAT MAY ARISE FROM LAW OR TRANSACTIONAL OR TRADE PRACTICE, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY EXCLUDED. NO WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THE SCOPE EXPRESSLY SET FORTH IN THIS WARRANTY. ANY SUCH WARRANTIES ARE HEREBY EXCLUDED. Implied warranties are those presumed by law to be granted by the seller, even if not specified in writing. NOTE: In certain countries, laws do not allow the exclusion or limitation of liability for incidental or consequential damages, nor do they allow limitations on the duration of implied warranties. In such cases, the above limitations or exclusions do not apply.