

Triple warranty for Krono Xonic

- Abrasion resistance
- Light fastness
- Stain-resistant

How this fits in with contractual and legal defect claims

Under this warranty, Kronoflooring GmbH (hereinafter „Kronoflooring“) is granting the initial purchaser additional rights that exist alongside the contractual and legal defect claims. No waiving of conditions, restriction or other change of the contractual and legal defect claims is linked to the provisions set out below. The initial purchaser in the sense of this warranty is the person who has purchased the Krono Xonic floor (hereinafter „floor“) from a distributor as the first user.

Warranty conditions

This warranty is valid for heavy domestic and intensive commercial use for all floors laid in accordance with the recommended stress class as per EN 16511, but not in the event of unusual chemical or mechanical stresses. The warranty is non-transferable; it is only given to the initial purchaser.

Warranty period

The warranty period is geared to the respective product and is indicated on the insert in every pack (30 years in private living areas and 5 years in commercial areas). The warranty period starts on the date on the initial purchaser's original proof of purchase. The warranty period is neither extended nor renewed due to services provided under warranty.

Laying

The floor must have been laid in accordance with the laying instructions. Advice on laying can be found on the insert in each pack.

Abrasion resistance

A warranty claim exists if the decorative layer is fully removed in an area of at least one square centimetre in size. Abrasion marks on the panel edges are excluded from the warranty.

Light fastness

A warranty claim exists if the floor is not light fast to Level 6 on the Blue Wool Scale (method for calculating light fastness). Light-fastness under EN 438 describes the consistency of the surface under longer exposure times. Under this standard, the floor exhibits very good light fastness under longer light exposure. However, it is not light-resistant. The consequences of natural ageing is therefore excluded from the warranty.

Stain-resistant

A warranty claim exists if the floor is damaged from exposure to the following substances: acetone (e.g. found in nail varnish remover), hand cream, alcoholic drinks, natural fruit and vegetable drinks, fats, coffee, cola drinks and nail varnish.

Exclusions

The warranty is excluded if no dirt trapping mats are laid in the entrance area or defects arise due to natural wear and tear, improper handling, laying, use or storage or improperly executed alterations or repairs or if no original accessories from Kronoflooring were used when laying.

Making a claim under warranty

The warranty claim must be made in writing within 30 days of the appearance of the defect, with the fully-completed warranty card and the original proof of purchase. Before agreeing to the warranty claim Kronoflooring reserves the right to inspect the floor concerned on-site or to have the floor inspected by a third party.

Services under warranty

Kronoflooring may provide the services under warranty in respect of the initial purchaser in the form of a cash payment or by making a replacement, as it chooses. Where the warranty service is in the form of a cash payment, this is oriented exclusively to the current market value of the floor concerned. The current market value is calculated using the age of the floor concerned compared to the warranty period. In private living areas, the current market value of the floor reduces annually by 1/30, starting from the new value excluding sales tax. In commercial areas, the current market value of the floor reduces annually by 1/5, starting from the new value excluding sales tax. In the event of a warranty service provided in the form of a replacement, the initial purchaser is supplied with replacement goods for the defective panels free of charge at the original point of sale. More extensive claims to warranty services do not thereby arise. In particular, warranty claims do not include the costs of removal, reinstallation, fitting, transport, storage or travel costs. If the floor can no longer be supplied in the preferred decoration, the choice is made from the current product range.

We are there for you 3 times –
the threefold guarantee

3x
Guarantee

Applicable law and place of jurisdiction

German law is applicable, to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). If the initial purchaser is an entrepreneur, the sole place of jurisdiction for all disputes under this warranty is the head office of Kronoflooring; Kronoflooring is in this instance also entitled to lodge claims at the head office of the initial purchaser and at any other permitted place of jurisdiction.

Please fill in:

Name:

Street:

Post code/
location:

Telephone: Fax:

E-mail:

Laying in which rooms?

- Bedroom Dining room
 Children's room Hobby room
 Living room Bathroom:
 Kitchen Other:
 Entrance hall

Décor?

Kind of décor:

Décor number:

Quantity: