

GREEN FLOORMAX WOODEN VENEER FLOORING

WARRANTY AND DISCLAIMER DOCUMENT

1. Green Floormax (the 'Product') is a high quality product manufactured by Greenply Industries Limited (hereinafter called as 'GIL'). Our quality standards are backed by an extensive warranty coverage. Green Floormax is designed to provide many years of resistance to foot traffic friction without showing signs of significant wear and tear. This is under the conditions provided that no abrasive substances (salt, sand and glass) have been present on the surface and the floor has been regularly maintained according to the manufacturer's instructions. See Maintenance and preservation guidelines

The following terms are used in warranty of the product:

- 1.1 Greenply Industries Limited : Manufacturer of Green Floormax Wooden Veneer Flooring
- 1.2 Customer : Whose is the purchaser and end user of the product
- 1.3 Warranty period : 10 years from the date of registration
- 1.4 Warranty coverage:: Domestic and International Customers
- 1.5 Invoice : Whose is the ultimate purchaser and the name is appearing in the invoice copy
- 1.6 Warranty covers : GIL gives warranty covers only on installed Green Floormax Wooden Veneer flooring to its customers
- 1.7 Transportation: Transportation cost to be borne by Customers from GIL sales outlet to its door steps for transporting the wooden planks or other materials
- 1.8 Installation labour cost : To be borne by Customer
- 1.9 Warranty registration: Customer has to register on www.greenfloormax.com by filling the details within 30 days from the date of invoice. Warranty cover starts after proper registration by customer
- 1.10 Product used for : Residential use or light commercial use only

After fulfillment of the stated conditions, GIL gives warranty for 10 years warranty on its Wooden Veneer Flooring to its customers after its registration.

2. WARRANTY COVERS THE FOLLOWING:

- Surface faults like delamination and cracking of the top-surface Wear-through of the top-surface
- Manufacturing defects like specific variation of surface color and installations difficulties
- Faulty finish with great variation of glossiness between planks

The warranty does not cover damage due to transportation, storage, installation, extreme indoor conditions (excessive dryness or humidity), pets, insects, water, negligence, or any other similar cause. The warranty covers only defective products exceeding 5% in m² of the total quantity purchased by the customer (excluding losses resulting from cutting boards during installation).

3. OBLIGATIONS BY GREENPLY INDUSTRIES LIMITED

Under the terms of this warranty, the responsibility of the manufacturer, GIL is limited to supply the material necessary to the defective boards at its sole discretion and without any other form of compensation to customers.

4. WARRANTY CLAUSE DOES NOT APPLY IF :

Warranty covers the original owner and first time installation. The customer is the one who is mentioned as the buyer on the purchase invoice. The following are the conditions which do not cover warranty clause if:

- 4.1 Under the influence of sunlight, the colour of the wood might be diverging from the color during the time of installation. This is not covered in the warranty or
- 4.2 All Wooden Veneer floors used under normal circumstances are subjected to normal wear and tear. This is not covered in the warranty or
- 4.3 The floor is not installed in a manner which applies to the technical specifications contained in the Greenply Green Floormax installation Guide or
- 4.4 Green Floormax Products have been used or installed for purposes other than residential use, light commercial use or
- 4.5 The floor has not been maintained at a relative humidity of 40% to 55% and a temperature of about 20°C (68°F) at all times or
- 4.6 The floor is not cleaned and maintained by following the Maintenance and preservation guidelines or
- 4.7 Hard particles will damage the floor. Entrance mats shall be used to eliminate the dust, sand and other hard particles that can enter the area of the floor. Using out-door shoes and similar foot covers in-house will increase the wear and tear and shall not be covered by the warranty or
- 4.8 Scratches made from moving objects, scratches from pets like dogs and cats, impact damages from dropping objects, humidity damages, maintenance damage, lack of maintenance, accidents like fire or damage of the floor of objects that is not equipped with floor protection, chairs or furniture with wheels are not covered of the warranty.

5. SUBFLOOR AND INSTALLATION GUIDE

Green Floormax is laid floating. This means the boards are laid loose on the subfloor and locked together by PermaClick® joint. Allow for wastage of approx. 2% when installed lengthways with the room, and approx. 8–10% when installed diagonally. Bear in mind the following:

- 5.1 Floors with a maximum length of 10 m and a maximum width of 10 m can be installed without a transition joint. Floor installations which are wider and longer should have a transition joint which should be installed under the entrance door of each room.
- 5.2 Keep a distance of 15 mm from the floor to walls or other fixed objects in the room.
- 5.3 An underlay that level the subfloor and reduces impact sound must be laid under the boards. Use for example a well-known 2 or 3 mm underlay or felt paper as an intermediate layer.
- 5.4 In case of installation on-top of a concrete or similar sub-floor that might increase the humidity to more than 40%, install a PE plastic protection between the subfloor and Green Floormax Wooden Veneer Flooring

6. UNDERFLOOR HEATING

Green Floormax Flooring is ideal for installation over underfloor heating. Maximum thermal conductivity of approx.: 0.22 W/(m*K). Felt paper is recommended as an intermediate layer for use with underfloor heating.

7. MAINTENANCE AND PRESERVATION GUIDELINES

- 7.1 Use a dust mop or vacuum cleaner to remove dirt and dust. Remove without delay all abrasive substances (sand, slivers of glass, crystal and cuttings) that could scratch the finish.
- 7.2 Water is one of wood's worst enemies. Never use large amounts of water to clean the floors, and never use a saturated mop. Wipe up spilled water, liquids, or detergents before they are absorbed by the wood fibers.
- 7.3 Deep cleaning of your floor by using well known prefinished flooring maintenance kit.
To avoid damaging the floor, test a small area of the floor before cleaning the full floor. Note that only small amounts of liquid are needed. Too much liquids may destroy the floor. Cleaning the surface once a month is a minimum maintenance requirement.
- 7.4 Never use wax, household detergents, or oil-based soap on the floor. These products may discolor and damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards.
- 7.5 Maintain relative humidity between 40% to 55% and a temperature of approximately 20° Celsius (68°F) in the room where the flooring is installed. This will preserve the internal humidity of the wood and thus its dimensional stability.
- 7.6 Glue felt pads to the legs of furniture and chairs to avoid scratching flooring when objects are moved. Periodically examine the pads for wear and replace when needed.
- 7.7 Avoid rolling chairs with casters on the finished surface. Put them on rugs or Plexiglas chair mats.
- 7.8 Heavy horizontal loads on the floor might give impact or indentation marks. At horizontal loading, the impact area and the natural hardness of the wood species determines whether there will be indentation marks. Take notice on heavy horizontal loads and in case there is a risk of indentation marks, protect the floor with floor felt pads
- 7.9 Place walk-off area rugs or mats outside and inside any exterior doorway to collect small bits of sand and gravel that may be tracked into your home.

8. DISPUTE RESOLUTION

- 8.1 Domestic Customers: If any dispute or difference arises out of or relates to this warranty clause and such dispute or difference can be solved through negotiations and if they fail then Parties (GIL and Customer) shall proceed to resolve such matter by arbitration.

The arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996 of India and the rules hereunder and any statutory modification thereof by three (3) arbitrators appointed in accordance with said Act. GIL shall appoint one—arbitrator and Customer shall appoint one arbitrator. The two arbitrators so appointed shall appoint third arbitrator who shall act as presiding arbitrator. The arbitration proceedings shall be held in New Delhi, India. The arbitration proceedings shall be conducted in the English language. The decision of the arbitrator(s) shall be final and binding.

Any dispute with respect to this warranty clause shall be governed by Indian law and subject to clause, the parties irrevocably submit to the exclusive jurisdiction of the Courts of Kolkata, India.

- 8.2 International Customers: Any dispute with respect to this warranty clause shall be governed by Indian law and subject to clause, the parties irrevocably submit to the exclusive jurisdiction of the Courts of Kolkata, India.