

## How this fits in with contractual and legal defect claims

Under this warranty, KRONOSPAN GmbH Lampertswalde, Mühlbacher Straße 1, 01561 Lampertswalde, Germany (hereinafter referred to as „Kronospan“) is granting the original purchaser additional rights that exist alongside the contractual and legal defect claims. No waiving of conditions, restriction or other change in the contractual and legal defect claims is linked to the provisions set out below. The original purchaser in terms of this warranty is the person who purchased Kronowall 3D from a distributor as the first user.

## Warranty conditions

This warranty is valid for use **in private living areas** for all Kronowall 3D Gold wall panels correctly installed in rooms subject to normal wear, but not in wet rooms - particularly bathrooms - which are subject to unusual chemical or mechanical stresses, and specifically not in areas used as workshops. The warranty is non-transferable; it is only an entitlement of the original purchaser.

## Warranty period

The warranty period is 5 years. The warranty period starts on the date stated on the original purchaser's original proof of purchase. The warranty period is neither extended nor renewed by services provided under warranty.

## Installation

Kronowall 3D Gold wall panels must have been installed in accordance with the installation instructions. The installation instructions can be found in each pack, while a detailed installation manual can be obtained at [www.krono-original.com](http://www.krono-original.com).

## Handling

The warranty excludes cases when defects arise due to natural wear and tear, improper handling, installation, use or storage or improperly executed alterations or repairs or when original Kronoflooring accessories were not used for installation.

## Wipe resistance

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

## Lightfastness

Kronowall 3D Gold is light-fast: Colour fastness  $\geq 4$  on the grey scale as per EN 20105-A02 up to Level 6 of the blue wool scale as per ISO 105-B02. Lightfastness describes the colour consistency of the surface under longer exposure times. Kronowall 3D Gold thus demonstrates excellent lightfastness during longer exposure to light, but is not light-resistant.

## Stain resistance

Kronowall 3D Gold is resistant to staining substances as per EN 438 (e.g. acetone, hand-cream, alcoholic drinks, natural fruit drinks and vegetable drinks, greases, coffee, cola drinks, nail polish, 25% sodium hydroxide solution, 30% hydrogen peroxide solution).

## Making a claim under warranty

All complaints must be made in writing and must be accompanied by the original receipt. The warranty claim must be made without undue delay, however, at the latest within 30 days after the defect becomes apparent. Before recognizing the complaint, we reserve the right to inspect the complaint on-site or to arrange for a third-party inspection.

Warranty claims must be made in writing to KRONOSPAN GmbH Lampertswalde, Mühlbacher Str. 1, 01561 Lampertswalde, Germany or via e-mail to [info.lw@kronospan.de](mailto:info.lw@kronospan.de).

## Services under warranty

Kronospan may provide the services under warranty in respect of the original 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 based exclusively on the current market value of the goods. The current market value is determined in accordance with the warranty period, e.g. the replacement sum for Kronowall 3D Gold in private use reduces annually by 1/5, starting from the as-new value of the goods. In the event of a warranty service provided in the form of a replacement, the original purchaser is supplied with replacement goods in exchange for the defective panels free of charge at the original point of sale. More extensive claims to warranty services do not exist in this respect. In particular, warranty claims do not include the costs of removal, fitting, transport and travel costs nor of storage or transport costs. If Kronowall 3D Gold can no longer be supplied in the preferred decoration, the choice is made from the current product range.

## Data protection

The original buyer consents to storage of the customer data by Kronospan. Kronospan only uses this data to process the warranty. There is no use of the data beyond this. This consent can be revoked at any time by e-mail to [info.lw@kronospan.de](mailto:info.lw@kronospan.de) with effect for the future.

## Applicable law

German law is applicable, to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG).