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Conditions of guarantee – Products with Hot Coating

Guarantee on LICO finished floors: Lico Kork – Lico Printkork – Lico Ledo

Declaration of guarantee

The Li&Co AG, as a manufacturer of LICO ready-made parquet flooring, grants a guarantee in addition to legal rights in accordance with the following conditions of guarantee. In the case of conventional use within the living area, Li&Co AG guarantees the correctness of the product structure in terms of gluing and surface treatment (for untreated products the customer is urged to seal with a recommended finish). Damages caused by inappropriate treatment and inappropriate use are not covered by the guarantee, in particular inappropriate loading and wear and tear of the floor, mechanical damages such as dents and faults, visual impairments such as joints, colour changes due to light as well as deformation of the individual floorboards caused by seasonal and room conditions. Also excluded is damage due to inappropriate care, cleaning or maintenance of the surface and surface coating, in particular chemical damages or damage due to the effects of moisture. The guarantee applies exclusively to first choice products and to use within areas with a normal amount of strain.

Duration of guarantee

The guarantee for the finished floor products Lico Kork, Lico Printkork, Lico Corkstone and Lico Ledo lasts 10 years for the commercial area and 20 years for the domestic area, starting from the respective date of purchase.

Conditions of guarantee

The floor must have been laid according to the terms of sale and the instructions enclosed with the product, in particular according to the laying guide, in the areas of application permitted. The references in the laying guide to the moisture examination of the under-surfaces and the references for laying on under-floor heating should be considered in particular. The material is to be examined for possible material defects/damages before laying. The floor care and cleaning also has to be carried out according to the care guide included with the product. Furthermore it must be noted that the surface coating is a protective layer for the underlying wear layer made of cork, linoleum, rubber or vinyl and is subject to normal wear and tear. The wear and tear of this surface coating is therefore not included in the guarantee. If signs of wear appear, the surface must be professionally renewed by a specialist company in time and to the extent necessary. The guarantee does therefore not extend to cover damage resulting from inappropriate laying, inappropriate cleaning or care, nor resulting from a professional maintenance of the surface coating which is not carried out in time .

Reporting cases covered by the guarantee

Any complaint must be made to Li&Co AG in writing, presenting the original invoice of the specialist dealer at the same time, which is considered as the guarantee certificate. If the original invoice of the specialist dealer can no longer be submitted, a guarantee claim is impossible. After

Li&Co AG receives this report, it has four weeks to declare to the customer whether the case of guarantee is recognised. If no declaration is made within this period, the case of guarantee is considered as rejected. During this period, Li&Co AG or one of its assigned thirds has to be granted a local inspection of the floor in question, in order to see whether the claim is justified.

Extent of guarantee

In the case of a recognised case of guarantee, the faulty floorboard will, at the discretion of Li&Co AG, be repaired or, alternatively, equivalent replacement material will be provided, from the same range as far as possible, for the entire connected surface in which the case of guarantee arose. The replacement material can be collected by the customer free of charge, under exclusion of all further claims, in particular those for compensation for disassembly, laying or subsequent costs, as well as of compensation for damage which did not actually occur on the delivery object itself, at the original point of sale shown on the original invoice.

The guarantee period does not extend due to the case of guarantee. The claims arising from this guarantee fall under the statute of limitations in six months, beginning with the receipt of the written complaint of the customer by Li&Co AG, although no earlier than at the end of the guarantee period.

Müstair, 01.02.2015