



## Made By Nature WARRANTY

We warrant, that our flooring products shall be free of defects and the Surface Wear Layer will not wear through within the periods indicated in the table below.

We use the highest quality components and quality control techniques to ensure the reliability and long life of our products.

Made By Nature warrants that each of its flooring products meets the following quality standards

- **Cork Floating Floor - EN 14085**
- **Cork Floor Tiles - EN 12104**

Area and intensity of use according to EN 685

		Residential			Commercial		
Surface Wear Layer		21	22	23	31	32	33
Cork Floating Floor Cork Floor Tiles	DWEAR (19)	20 years	20 years	20 years	5 years	Not applicable	Not applicable
Cork Floating Floor Cork Floor Tiles	DWEAR (25)	15 years	15 years	15 years	3 years	Not applicable	Not applicable



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## Warranty Coverage

- Is valid only for manufacturing defects.
- Is valid if the installation and maintenance instructions that are in the flooring packaging are respected.
- Is valid only to the original end user and covers only approved product applications.
- The warranty against wear is restricted to wear on the surface of the boards or tiles. The “wear through” is defined as the 100% reduction of the Surface Wear Layer over an area comprising 5% of the total Surface Flooring installed.

## Structural and Wear Manufacturer’s Warranty

### EXCLUSIONS

This warranty does not cover the following cases:

- Instalation not made according to procedures.
  - Improper subfloor patch, underlayments or subfloors.
  - Inadequate product choice for the flooring use conditions
  - Unapproved modifications or repairs
  - Improper maintenance and use of unapproved auxiliary products
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- Extreme environmental conditions, meaning exposure to extreme heat, moisture or dryness.
- Accidents, abuse, misuse, force majeure, damage from heavy furniture or equipment used without sufficient protection, impact damage, scars from sharp or pointed objects, cuts, tears, scuffs, scratches, misuse, negligence, burns, water, erosion, spiked heel shoes, pet claws, pebbles, sand and other abrasives.
- Detectable defects verifiable prior to installation.
- Difference in shade or color. Our flooring products are based on natural materials. We do not warranty any difference in shade or color between samples and the actual flooring, a) from batch to batch; b) due to exposure to sunlight; c) resulting from replacement of a portion of your floor; d) resulting from the different age and history of the same product reference/batch.
- Loss of gloss over time is consistent with normal wear and tear and is not a flaw.
- Cork is a natural product, has a typical odour that can not be considered a defect.