

# OASIS

## WARRANTY CONDITIONS OASIS

Residential Warranty 20 Years

Commercial Warranty 10 Years

Wet area Warranty 5 Years

Unilin laminate flooring offers the best value for money in a wide range of colors and styles. Unilin takes pride in the styling and durability of its floors and in its commitment to honor strong and reliable warranties. Our flooring meets strict product standards (EN14041 and EN13329) and is covered by residential and commercial warranties. When it comes to your home, business or family, only the best is good enough.

### **Unilin Warranties:**

The legal warranties in the countries of purchase apply without restrictions to the Oasis laminate flooring specified above. In addition, in all countries where Oasis laminate flooring are sold through approved distributors, it provides a residential and commercial warranty as stipulated in the current conditions.

If the warranty conditions has been lost or cannot be found, you can either consult the warranty conditions in the brochure, or obtain it from the distributor and/or the installer of your Oasis laminate flooring. The distributor can also obtain them directly from the After Sales department of Unilin Bv (Ooigemstraat 3, 8710 Wielsbeke, Belgium) (hereinafter referred to as "Unilin").

### **Duration of warranty for material and production defects:**

The Unilin warranty applies to the following Oasis laminate flooring for residential and commercial use. The duration of this warranty is dependent on the laminate type concerned and on the purposes, it is used for, as indicated in the table above.

The term "residential applications" shall be understood as: the use of the laminate as a floor covering in a private residence that is used for private purposes only.

The term “commercial applications” shall be understood as: the use of the laminate as a floor covering in non-residential premises, including but not limited to hotels, offices and shops.

The above mentioned commercial warranty does not apply to:

- All food areas, such as, but not limited to, restaurants and cafeterias, pubs, dance halls
- All institutional applications, such as, but not limited to hospitals and government buildings
- Heavy commercial areas, such as, but not limited to airports, lobbies, schools and barber shops
- Other areas that have heavy traffic and immediate access to street traffic

The warranty period starts on the date of the purchase.

The residential and commercial warranty are both pro rata. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. So the warranty value is reduced by amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage rate of the number of years of ownership based on the above warranty table.

#### **Suitable rooms:**

For the warranty to apply, the Oasis laminate flooring must be placed indoors in rooms suitable for laminate flooring. Spaces suitable for Oasis laminate flooring are specified on the packaging and can be confirmed by your distributor/dealer/installer. The installation of Oasis laminate flooring covered by the warranty in spaces other than mentioned on the packaging is possible only after prior explicit permission in writing from Unilin.

The water-resistant Oasis laminate flooring is water-repelling. Thanks to the coating protection, no water seeps through the click connection. This makes water resistant laminate the ideal laminate flooring in living rooms, bedrooms but also kitchens & bathrooms. On the water-resistant Oasis laminate flooring there is an additional guarantee on the water resistance in residential applications: see further.

Rooms with an immediate access to the street always need a transition/cleaning area between the street and the room where the laminate is installed.

#### **Warranty cover:**

Visible defects: guarantee that there will be no visible surface defects. Before installing the Oasis laminate flooring and accessories, these must be thoroughly checked for visible defects under the best lighting conditions. In any case the customer must refrain from installing visible defective products.

- Wear resistance: guarantee that with normal use the laminate surface will stay wear-resistant, so it includes a reduced resistance of the wearing surface.
- Delamination: guarantee that with normal use the laminate surface will not delaminate.
- Stain resistance: guarantee that the laminated floor surfaces are resistant to stains such as from red wine, ketchup, coffee, mud, etc.
- Water resistant guarantee as further described for water resistant laminate flooring.
- Production defects as described above

**What is not covered by this warranty:**

Any damage to the product resulting from a defect that was not inherently present at the time of purchase falls outside the scope of this warranty. This includes damage caused by:

- Inadequate placement, i.e. placement not according to the installation instructions and/or without making use of the approved accessories.
- Non-compliance with the instructions for cleaning and maintenance as described in the installation/maintenance instructions.
- Accidents or inappropriate and inadequate usage.
- Abnormal wear such as may be caused by spiked shoes, inadequate protection from furniture, grit, sand and other hard materials. Damage caused by sand, dirt or any other abrasive material must be prevented by placing a suitable floor mat at all entrance doors. To determine whether the wear is abnormal, relevant ambient factors, the duration, and the intensity of use of the product are taken into account.

Water damage caused by ice machines, refrigerators, sinks, dishwashers, pipes, natural disasters, excessive moisture in concrete slabs, hydrostatic pressure, etc. In case of the presence of water and/or moisture on the floor and/or around the skirting boards, this must be removed immediately, except for the water-resistant Oasis laminate floors: see further.

Incorrect removal or replacement of panels.

Damage caused by vacuum cleaner frames or by the hard or metal wheels of office chairs or other furniture. With laminate floors, furniture legs should always be fitted with suitable protective material. Chairs, easy chairs/settees or furniture on wheels must be fitted with soft wheels or must be placed on specially adapted protective carpet or plates.

Damage caused by corrosive or abrasive substances such as pet urine. In the event of products with V-groove, the reduced resistance of the V-groove is not included in the warranty.

A change to the gloss level does not apply as wear of the laminate surface.

Oasis Laminate flooring is fade resistant, not 100% fade proof. It is generally accepted that all gloss finishes (i.e. paint, glass, furniture or car surfaces,...) are susceptible to superficial fading/gloss variation. This is not considered as a product fault.

## **5 year water resistance guarantee on water resistant Oasis laminate floors.**

- This guarantee on water resistance only applies to residential installations of water resistant Oasis laminate floors in wet areas, such as bathrooms, kitchens and entrances. Product failures in these areas are under guarantee if all the installation instructions and the general guarantee conditions have been met. (see above).
- The floor may not be installed in very moist places or extremely dry places or places with extremely high temperatures (such as, but not limited to, saunas, swimming pools and rooms with built-in drainage, such as showers).
- Remaining moisture on the floor and on or around the skirting boards, wall base or profile, must be removed within 6 hours. Maintenance with too much water and/or the use of incorrect cleaning agents must be avoided at all times. As prolonged exposure to moisture can cause irreversible damage to your laminate floor, the installation instructions must be followed. All expansion joints must be filled with a compressible PE-foam and sealed with a flexible silicone in accordance with the installation instructions. Skirting boards, floor profiles and rosettes around the radiator pipes must be sealed along the wall and floor covering to avoid water getting underneath the floor.
- The water resistance guarantee excludes damage caused by natural disasters (e.g. flooding) or naturally occurring circumstances/accidents (e.g. sanitary breakdowns, pet urine, leaking dishwashers, leaking washing machines and/or dryers ....)

## **Invoking the warranty – authorization of warranty claims:**

- In order to invoke the warranty you must present the original dated invoice to your dealer or point of sale where you purchased the Oasis laminate flooring.
- The warranty can only be invoked by the first user or the original purchaser of the Oasis laminate flooring, and cannot be transferred. The first user or the original purchaser is the one indicated on the original invoice
- Any visible defects must be reported to the distributor and/or installer or in the ultimate case, to Unilin bv, Division Flooring at the latest 3 calendar days after purchase. The defective products will be replaced. Any complaints made after this period shall not qualify for the warranty.
- In the event of material or production defects in the Oasis laminate flooring, the distributor/dealer/installer will check your claim and if a product or production failure is detected it will be passed to Unilin. Unilin will replace the defective products in accordance with the present warranty conditions.
- For the warranty to be able to be invoked, the damage to the product must be obvious and the damaged surface area must be at least 1 cm<sup>2</sup> per product unit (panel, accessory, etc.). Such damage must not be the result of misuse or accidents, including but not restricted to mechanical damage such as heavy impact damage, scratches or grooves (for example by dragging furniture) or notches.
- If the warranty can be invoked with a valid claim, Unilin will replace the laminate floor with floor panels from the Unilin collections that are in stock at the time when the claim is received. This is limited to the replacement of the defective Unilin laminate floors and excludes compensation for any other incidental damage or costs incurred or to be incurred such as, but not restricted to, placement costs and removal expenses.
- Unilin provides no other warranty whatsoever, neither explicit nor tacit, than the one specified in the current warranty conditions. Unless the legislation of the country of purchase does not permit this, and with the exception of the statutory provisions concerning product liability, Unilin cannot be held liable for direct

or indirect damages and costs resulting from deficient products. In any case, Unilin cannot be held liable for the costs of the removal and laying of the laminate products, and/or travelling expenses or transaction costs.

**Notice to the customer:**

Please keep your receipt. If the laminate floor is not installed by the user, but by a floor layer/installer, the latter should provide the user with a copy of the installation and maintenance instructions and the warranty conditions.

For questions regarding guarantees, we recommend that you contact your Oasis laminate flooring distributor where you purchased the laminate floor. Should your Oasis laminate flooring distributor be unable to provide you with answers or should you need additional information, you can turn to: Unilin bv, Division Flooring – After Sales, Ooigemstraat 3, 8710 WIELSBEKE – BELGIUM or [www.unilin.com](http://www.unilin.com) and click on contact. The Unilin guarantee conditions do not affect the legally applicable guarantee on Unilin products.

Unilin reserves the right to inspect the complaint and claim concerning its product on site, installed or otherwise, and must be given the opportunity to do so. Without prior approval of Unilin bv division Flooring – After Sales no repairs or replacements may be made to a Unilin brand laminate floor for which a warranty claim has been made.

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