

# ZENKU

## Laminate Flooring Warranty

Collection: ARTEC and CREATION

The following warranty covers products used in dry domestic interiors for 25 years, those used for general commercial purposes for 5 years and for installation in kitchen and bathrooms for 5 years. It also stipulates the manufacturer's obligations.

The manufacturer guarantees original final consumers that:

- The melamine surface will not wear through.
- The floor design will not fade from sunlight or artificial lighting.
- The floor will not suffer staining from the accidental spillage of normal domestic consumer products such as food and drink.
- The flooring will not have manufacturing defects.
- The floor will withstand damage caused by normal domestic water spillages, as long as the appropriate cleaning and maintenance instructions are respected and the flooring has been laid according to the laying indications given in the section on 'Kitchens, bathrooms, laundry rooms and other areas subject to dampness'.

Should the product fail to comply with the above, the manufacturer will provide the original consumer with replacements for the faulty planks in their original design or its equivalent when a new range of colours has been brought out, excluding laying and workmanship costs. In case of hidden defects, the cost of uplift and refit should be covered by the buyer. If the floor has been fitted by a professional, ZENKU will cover the hired labour within reasonable limits. By hidden defect, we refer to those defects' invisible before and during the installation.

To benefit from the conditions of warranty, the original end consumer must notify the manufacturer of the defect, either directly or via an authorised dealer, within a maximum of 30 days from the discovery of the defect, and always while the product is still under guarantee.

This warranty is not transferable and is only valid for the original end consumer.

This warranty does not cover wear or damage caused by laying, cleaning, care or repair carried out in any other way than indicated in the insert sheet instructions and expanded on [www.zenkudesign.com](http://www.zenkudesign.com)

This guarantee does not cover damage caused by any of the following eventualities:

- Accidents, abuse or wrongful use.
- Exposition to extreme heat or cold.
- Incorrect installation.
- Incorrect maintenance or permanent contact with extreme dampness.
- Damage caused during transport by third parties.
- Modification, alteration, repairs or services carried out by unauthorised ZENKU® dealers.
- Wear or damage caused by an Act of God.
- Abnormal wear such as damage caused by stiletto heels, insufficient furniture protection, grit, sand or other abrasive elements.
- Damage caused by water, due to excessively damp concrete, hydrostatic pressure, flooding from ice-making machines, fridges, sinks, dishwashers or pipes.
- Planks with broken joints for having been laid and lifted more than three times.

Nor does it cover the problems caused by manufacturing defects not identified prior to installation.

The warranty will only apply in cases where the damaged areas of ZENKU® planks are visible and affect a surface area bigger than a square centimetre.

To file a claim under this guarantee, the flooring must have been laid according to the installation instructions included in the insert sheet and expanded on [www.zenkudesign.com](http://www.zenkudesign.com)

No claims will be accepted under this warranty without proof of purchase. The original consumer must give or send a valid receipt or other documents proving purchase to the ZENKU® authorised dealer.

The original end consumer must give or send to the ZENKU® authorised dealer, at the following address, a written, detailed description of the problem, together with a photograph clearly indicating the problem covered by the warranty:

ZENKU DESIGN, S.L  
C/ Alquerieta S/N  
46727 Real de Gandía  
(Valencia) España

The manufacturer authorises no person to assume any obligation or responsibility in its name in relation to this product. This warranty gives the consumer specific legal rights. Other rights may exist which vary from country to country. For all disputes and legal actions potentially arising from this guarantee, the original end consumer shall renounce any other jurisdiction and accept the arbitration of the E-46700 Courts in Gandía. Should claims filed under this guarantee be rejected, all related legal expenses and costs shall be paid for by the original end consumer.

## Conditions of commercial warranty

The object of this warranty only concerns to the product manufactured exclusively by Zenku Design S.L (hereinafter ZENKU), whose labelling is expressly identified with warranty seal offered by the manufacturer (ZENKU), hereinafter "the product", issuing the present guarantee in the following terms:

1. ZENKU guarantees the customer the product, if it is used in accordance with the uses for which it has been conceived and indicated by the manufacturer, during the 5 years from the date of acquisition of the product (hereinafter "warranty period").
2. For the application of this warranty, it must be considered that the product is subject to an annual depreciation. Therefore, in case of application of this warranty, the value of the product will be calculated by applying a depreciation of 1/5 of the value of the installed product in the corresponding time (1/5 commercial/residential kitchens + bathrooms and 1/25 residential use). The date of purchase will be taken as reference of the beginning of the depreciation and the date of the claim as the final count.
3. This warranty shall only be applied to those defects of the product caused by the manufacturing process, that is, not caused during or due to transport, handling, pre-conditioning or installation of the product.
4. Before the installation of the product, it must be carefully inspected to detect any visible damage or defect (colour changes, brightness differences, lack of paper, etc.), since the installation of these parts will not be covered by the present guarantee. This warranty will expire 30 days after the purchase of the product for visible defects.
5. The installation, cleaning, care and maintenance instructions should be read carefully, being necessary to prove the correct follow-up of them so that this warranty can be applied. You can find these instructions in the product packages and if not, you should go to the establishment where you purchased the product and request a copy for free or go to [www.zenkudesign.com](http://www.zenkudesign.com). If you have any questions regarding the installation or maintenance of the product, please contact your supplier.
6. To make this warranty effective, you must contact the supplier within 30 days after knowing the defect, presenting the purchase invoice before the warranty period has ended. The warranty only applies to the first buyer and in no case, will be transferable to third parties.
7. ZENKU reserves the right to inspect the product and/or installation object of the claim and in any case, collect or request all information regarding the product, installation, maintenance and use of the product necessary for a correct evaluation of the claim. Obtaining samples from a fitted flooring that shows a defect is responsibility of the buyer, with the possibility of being compensated by ZENKU, in case that the hidden defect intended to validate exists. By hidden defect, we refer to those defects' invisible before and during the installation.
8. The warranty does not cover any additional cost with respect to the purchase value referenced, in terms of installation, replacement and/or dismantling and removal costs of the product, additional materials required or penalties (as, for example, due to delays in completion of works, etc.).
9. ZENKU will not be liable, neither before the client, nor before third parties for any incidental or consequential damages produced because of the breach of the provisions of this guarantee.
10. The replaced product will be guaranteed during the time remaining since the claim was filed by the client and until the end of the corresponding warranty period, calculated from the date of acquisition of the product with respect to which a claim was made.
11. This warranty does not cover dents, scratches, damages caused by natural agents (water, erosion, insects, etc.), damages produced because of alterations in the product, or damages caused by negligence. This warranty also cannot be applied when the instructions for installation and/or maintenance of the product have not been respected, the products have not been used for the purpose for which they were manufactured, the use recommendations determined by the manufacturer have not been respected, the customer has tried to eliminate the judgments on their own or with the help of third parties, or has not communicated in writing to the purchase establishment the reasons for their claim attaching purchase invoice.
12. For this warranty to be applicable, the damage produced must be visible from a minimum distance of 1.50 m. For values lower than the mentioned one, it will not be considered that there has been deterioration of the product within the warranty conditions.
13. The responsibility of ZENKU is limited to the restitution of the damaged product by another of the same design and characteristics. If this is not available, it will be replaced by any other chosen by the customer of equal value, calculated in accordance with clause 2 of this contract. ZENKU does not authorize any client or third party to establish any obligation or additional responsibility of ZENKU regarding the product.
14. Defects not attributable to the manufacturer, such as scratches, bumps, indirect damage, defects due to humidity, improper use or improper maintenance and / or discoloration due to the passage of time, may not be covered by the warranty.