



### **Warranty - Protected Pore**

Floors finished with protected pore manufactured by Step & Wall have a 20 year guarantee for commercial use (class 32 and 33 according to EN 685).

Step & Wall are floors made with state-of-the-art processes, exclusively with natural woods, so each plank will have a unique appearance, with natural colour variations.

Our guarantee will only be fully valid when all and each of the following conditions are met:

- 1.- Veneers selected for the production of our flooring line come from high quality woods. As a natural product, they are unique pieces and will have different grains and tones. These differences, intrinsic to wood, are precisely those that give it its exclusive character. They are, therefore, signs of authenticity and can not be considered grounds for complaint.
- 2.- The varnishes used also have a natural origin and, like wood, have alterations due to their exposure to light, heat or other agents. These alterations are normal and will not be considered a valid claim.
- 3.- This guarantee covers all the defects derived from the manufacturing process. However, in case of a duly justified claim, the manufacturer reserves the right to decide on the repair or replacement of the product. The replacement will only cover the damaged parts and assembling or disassembling expenses will not be included.
- 4.- This warranty extends only to the first installation by the customer, so it will not cover modifications or subsequent alterations.
- 5.- For the proper installation of the floor, the corresponding instructions provided with the product must be followed. We recommend, therefore, in case of a claim, to prove that such instructions have been followed.
- 6.- Planks with obvious, visible defects, should not be installed, since they could be excluded from the guarantee. In this case, you should contact the distributor or the manufacturer directly within 15 days after receiving the product, attaching to the claim a copy of the corresponding invoice.
7. Each collection reference resists an abrasion corresponding to the standard protection level indicated according to norm EN-685. In case of scratches, impacts, consequential damages, damages caused by improper handling or defects of installation and / or maintenance, the manufacturer will decline any responsibility.
- 8.- Impacts from heavy objects that can produce burns or abrasions should be avoided. Direct contact with furniture should also be avoided. It is advisable to protect all furniture contact areas with felt or other protective surfaces such as carpets, in case of furniture with wheels. Likewise, you should protect the entrance with a door mat to avoid introducing small stones or gravel that might get in from the outside and cause scratches.

9.- Even using the same veneer and the same dying product, it is impossible to match the finish of a product when it is manufactured in different phases, or after a time of exposure to sunlight. That is why, in order to guarantee the maximum homogeneity of the product, we recommend that the orders are made complete and in a single time, so that it can be manufactured in a single phase and can be installed in the shortest time. In case of replacement, a color sample should be sent to the manufacturer to try to match the possible variations. Otherwise, any responsibility regarding tone variations will be declined.

10.- The physical samples, as well as the photographic reproductions, are only an example of the appearance of the product and are only provided as a reference and are not binding in any way.

11.- The manufacturer does not offer guarantees for other uses than the commercial one. If you need floors for other types of uses duly guaranteed, we recommend contacting the manufacturer directly to define the most appropriate guarantee for the concrete use that will be given to the floor in each case.

12.- The manufacturer will not provide guarantees outside of what is described in this document.

