

1. Date of issue:
2. Name, pattern, batch, and quantity of the product
3. Guarantee period
4. Date and number proof of purchase
5. Date and signature of the person issuing the card

Guarantee Terms and Conditions

The guarantee covers only GAMRAT floor coverings, applied and used in accordance with the "instructions for laying and maintenance of the floor covering". The manufacturer hereby guarantees compliance of utility parameters with the technical specifications of the product. The guarantor neither exclude, nor limits or suspends the rights of the Buyer resulting from the provisions on warranty for defects in the goods sold.

1. The guarantee is granted for a limited period of time, calculated from the date of purchase of the floor covering.
2. The guarantee card is issued by the manufacturer at the written request of the investor.
3. The manufacturer is not able to fully predict the conditions in which the product will be applied and used, therefore the guarantee shall not cover:
 - a. mechanical damage resulting from improper laying or use,
 - b. defects and damages that have already reduced the price,
 - c. defects caused by improper storage or transport of the floor covering
 - d. use of the floor covering inconsistently with its purpose,
 - e. natural wear and tinting of the top layer,
 - f. damage and scratches on the surface layer resulting from failure or inadequate maintenance and care,
 - g. permanent discoloration and yellowing of the top layer, resulting from lack or as a result of inadequate maintenance and care,
 - h. defects caused by chemicals or contact with rubber,
 - i. changes and decolorization of the product resulting from improper substrate humidity or Resulting from the permanent persistence of non-compliant moisture conditions i.e. other than the ones assumed in the instruction,
 - j. Failure to comply with the "instructions for laying and maintenance of the floor covering",
4. In case of deviations of technical parameters, visible aesthetic defects or hidden defects of the product the complaint procedure should be started
5. The condition for the Buyer to exercise the rights under this guarantee is presenting jointly the below items at the moment of the complaint is filling:
 - a. properly filled guarantee card (name, model and quantity of the item, date of purchase identical with the date of purchase with proof of purchase, stamp and signature of the Seller, signature of the Buyer)
 - b. proof of purchase,
 - c. written notification indicating the defects and the conditions of laying the floor covering (substrate, applied adhesive, agents used for floor maintenance and care).

6. In order to apply the guarantee, a complaint in writing must be filed at the selling point where the purchase was made, no later than 14 days after the defect was discovered or revealed.
7. Should the shop where the purchase was made not exist, the complaint must be directly delivered to the manufacturer by registered letter.
8. Every complaint must be inspected by the agreed GAMRAT SA representative and should contain a sample that will show the type of defect.
9. The date of the manufacturer's response as to the justification of the complaint is 14 working days from the date of filing the complaint, provided that the parties do not agree otherwise.
10. If the complaint is accepted, the manufacturer shall determine the manner in which the complaint will be settled, either in the form of free delivery of the floor covering or cash returning by the selling point where the purchase was made, in proportion to the remaining guarantee period, and thus:

| <u>with a 5 year guarantee:</u> | <u>with a 7 year guarantee:</u> | <u>with a 10 year guarantee:</u> |
|---------------------------------|---------------------------------|-------------------------------------|
| W all cladding | SPORT floor covering | Facility floor coverings |
| - 100% in the first year | - 100% in the first year | - 100% in the first year |
| - 80% in the second year | - 70% in the second year | - 70 % in the second and third year |
| - 60% in the third year | - 60% in the third year | - 60% in the fourth year |
| - 40% in the fourth year | - 50% in the fourth year | - 50% in the fifth year |
| - 20% in the fifth year | - 40% in the fifth year | - 40% in the sixth and seventh year |
| | - 25 % in the sixth year | - 25 % in the eighth year |
| | - 15% in the seventh year | - 15 % in the ninth and tenth year |

11. In case the floor covering is no longer available, the manufacturer will provide the most similar possible, if agreed upon with the Customer.
12. When replacing the product with a new one, the guarantee period, shall be calculated from the date of replacement.
13. The manufacturer shall not be liable for any damages, or losses under the guarantee, and the scope of the manufacturer's guarantee coverage shall be limited solely and exclusively to the benefits specified in paragraph 10 of this Guarantee Card.
14. The Guarantor shall not be liable for any defects incurred due to improperly executed substrate and use of the improper adhesive.
15. Guarantee repairs shall not include periodic maintenance necessary to protect the floor covering against the effects of excessive wear and tear.
16. Complaints not complying with the "instructions for laying and maintenance of the floor covering" and this guarantee card will not be considered.
17. The holder of the guarantee agrees to the terms and conditions of the guarantee by signing this guarantee document.
18. The guarantee covers products put on the market and used in the territory of the Republic of Poland.

I hereby acknowledge to have read and to accept the quality guarantee terms and conditions of GAMRAT S.A. and I confirm the receipt of the "instructions for laying and maintenance of the floor covering"

Date and signature of the buyer

Date, stamp and signature of the seller

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