COREPEL SPC FLOORS

MANUFACTURER'S GUARANTEE

1. Warranty Period and Scope

15-Year Residential Warranty

The floor surface will not wear through, stain, or fade due to exposure to sunlight or artificial light for a period of 15 years from the date of purchase under normal residential use.
"Wear-through" means the complete loss of the decorative layer over an area of at least 0.001 m^2. Scratches and loss of gloss are not considered wear-through.

10-Year Commercial Warranty

The floor surface will not wear through, stain, or fade due to exposure to sunlight or artificial light for a period of 10 years from the date of purchase under normal commercial use.
High-traffic areas such as entryways, commercial kitchens, or surfaces subject to heavy rolling loads are excluded from this warranty.

2. Warranty Service

In the event of a valid warranty claim, SWISS KRONO will supply replacement material for the affected elements.

(a) If the original product is no longer available, the customer may choose a product of equivalent quality from the current collection.

(b) Due to an annual depreciation rate of 10% based on normal use, replacement delivery requires a proportional customer contribution.

(c) Liability for additional damages – particularly consequential damages such as installation, removal, or transport costs – is excluded.

3. Exclusions

This warranty does not cover:

(a) Damage resulting from improper installation, maintenance, or cleaning

(b) Damage caused by standing water, moisture, or flooding

(c) Scratches, dents, loss of gloss, or damage caused by heavy loads

(d) Damage caused by extreme temperature or humidity fluctuations

4. Submitting a Warranty Claim

Warranty claims must be submitted in writing to SWISS KRONO TEX GmbH & Co. KG and must include:

(a) Date of purchase and proof of purchase

(b) Description of the defect and photos

(c) Installation location and type of use

5. Limitation Period

Warranty claims expire six months after the written notice of defect has been submitted, but not before the end of the warranty period. The warranty period is not extended by a warranty claim.

6. Governing Law

This warranty is governed by German law, excluding the UN Convention on Contracts for the International Sale of Goods (CISG). Mandatory consumer protection rights in the country of the purchaser's habitual residence remain unaffected.