

**Commercial  
Warranty**

### WE ARE SAMARO FLOORING MANUFACTURER OF SPC FLOORING PROVIDES 5 YEARS WARRANTY.

Warranty Issue	:	Warranty Certificate	:
Date	:	No	:
Customer Name	:	Site Address	:
Product Installed	:	Size	:
Invoice No	:	Shade Code	:

### General Conditions & Owner's Obligation:

This warranty is only valid for Commercial use. Commercial use means the use of SPC flooring in non-residential premises, including but not limited to hotels, motels, restaurants, offices, Hospitals, Schools, universities and all other commercial establishments outlined in the chart below apart from bathrooms, toilets and stairs. If there is, a question as to the type of use that is considered "Commercial" please contact your SAMARO representative.

Type	Example	Installation area
CORPORATE	Officer of CA /Lawyers /Bank /Brokers	Workspaces, corridors, entranceways, front desk areas, restrooms, communal areas, and meeting spaces.
RETAIL	Coffee shop, gift shop, jewellery shop, art galleries, showroom etc.	The fitting rooms and the entire shop.
HOSPITALITY	Hotel, motel, restaurants, Cafe eateries joints.	Guest accommodations include guest rooms, lobby, elevators, and hallways, with the exception of commercial kitchens.
HEALTHCARE	Clinics, Medical stores, X-ray rooms, Hospitals, Doctor's offices	Areas that are not mandatory to be kept in a sterile condition, such as corridors, patient rooms, lobby, waiting rooms, cafeteria, exam rooms, and common areas, should be maintained in a clean and hygienic state.
EDUCATION	Schools, Libraries, Daycare, Universities	Student accommodations, communal spaces, dining facilities, educational spaces, lecture halls, and resource centres (excluding sports facilities and scientific laboratories)

MULTI-FAMILY HOUSING	Apartments, Multistory houses, Villa, Bungalows	All areas within these segments are appropriate for use, including shared spaces.
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The warranties provided are exclusively for the original end-user and cannot be transferred to another party. In order to uphold and safeguard your coverage according to the terms of these warranties, it is the responsibility of the owner to follow the guidelines outlined below:

1. The warranty is valid for the first installation and primary owner.
2. The duration of the commercial warranty varies based on the specific type of flooring and its intended use, as outlined in the provided information.
3. The warranty provided by Samaro is applicable solely for indoor commercial applications inside building premises.
4. Please ensure that you retain evidence of your purchase, such as a Bill Invoice or statement from your retailer/distributor. This document should clearly display the Purchase/Installation date and price you paid and it must be duly stamped & signed by the retailer/distributor. Additionally, it should include the product description, shade, and quantity of Samaro SPC flooring that you purchased.
5. Please be aware that Samaro guarantees high-quality products graded as "A grade" for recommended residential use, ensuring proper performance throughout the stated warranty period. The warranty is valid when the product is installed following Samaro SPC flooring installation guidelines on approved substrates and underlayment, using the recommended installation method and contractor. The warranty period commences on the date of purchase invoice for the product.
6. Before installing the flooring material, it is important to thoroughly inspect it for any imperfections or defects that may have occurred during manufacturing. At Samaro's our products undergo extensive testing and visual examination to ensure that the quality of the product you receive is always "A Grade". However, it is ultimately the responsibility of the installer and end user to confirm that the received material is free from any visible conditions that could affect the appearance or performance of the product.
7. It is normal to experience minor variations in colour, shade, and texture. If there are any differences between the actual material, product, sample, or brochure, it is recommended to address these concerns with your retailer before proceeding with the installation. If the retailer deems the condition to be "unacceptable," it is important to inform the manufacturer immediately.
8. It is essential to provide furniture with wide weight-bearing floor protectors or non-staining felt pads. These protectors/pads should have a diameter of at least one inch and lie flat on the floor. The width of the floor protector should increase with the weight of the item placed on it. Regularly inspect and maintain non-staining felt pads based on the amount of foot traffic to prevent abrasion caused by embedded materials. Ensure that any metal protectors are rust-proof. Replace narrow dome furniture rests with appropriate width, weight-bearing floor protectors. All chairs and stools with casters must have mats specifically designed for hard surface floors.



9. Regular and timely cleaning and maintenance should be carried out in accordance with the care and maintenance guidelines provided for commercial purposes. For more information, please refer to the care and maintenance guidelines.

### **COVERED:**

The warranty, as described below, guarantees that Samaro SPC flooring will function correctly for the specified warranty duration on the purchased product. This duration is measured in years from the date of the product purchase invoice. To ensure proper performance, the flooring should be installed following the Samaro SPC flooring installation guide, using approved underlay and contractor along with recommended adhesives for accessories, and maintained with care under normal conditions:

- **Manufacturing Defects Warranty**
- **Warranty for water resistance:** This Warranty ensures that your floor will not permanently discolour from topical water or moisture. This does not include moisture or water coming from below or underneath the product and does not cover flooding, intentional damage or misuse.
- **The wear-resistant warranty** ensures that your floor will not wear down the protective wear layer under normal usage conditions, provided that it is maintained in accordance with the guidelines provided at the time of purchase. Please note that gloss reduction, which is not considered wear, is not covered by this warranty.

### **NOT COVERED:**

1. Product purchase by the customer is other than "A Grade".
2. Deficient installation: a third-party installer who is not certified by Samaro performed the installation.
3. Defective Installation: Inadequate installation such as not following the guidelines in the Samaro SPC tiles installation manual, using unapproved underlayment or improperly preparing the substrate will not be covered by warranty. Aligning four tiles/plank corners simultaneously is discouraged for click products and thus will not be covered by warranty. Errors in the installation are not considered manufacturing defects and therefore Samaro does not guarantee installer workmanship.
4. If the equipment is not maintained correctly, it could result in the loss of gloss or the build-up of residue, which would negatively affect the appearance of the film.

5. The harm caused by failure to properly care for or use harsh detergents, chemicals, or corrosive substances; such harm may include, but is not limited to, stains from paints, dyes, mats, fertilizers, or similar materials.
6. Moving heavy furniture or appliances without safeguarding the floor can result in damage. It is essential to use plywood or hardboard runways to protect the floor when relocating heavy objects, as well as when utilizing appliance trolleys or any heavy items with wheels or rollers.
7. We do not cover damage resulting from accidents (such as trips and falls), casualties, abuse, or improper use (including pet-related damages like chewing, digging, clawing, etc.). Damages caused by furniture casters, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy or sharp objects, narrow or spike heels, cleansers, and damage from unprotected furniture legs are considered accidents, abuse, or improper use which are not covered by our policy.
8. Damages resulting from the movement of heavy loads or wheelchairs (both motorized and non-motorized), including any harm caused by appliances or plumbing leakage that has been overlooked during transportation.
9. Any damages that occur because of installing flooring in an outdoor space, solarium, porch, garage, or any comparable area.
10. Damages caused by an act of God for example a natural disaster.
11. The declaration or any other form of damage caused by high temperatures, burning flames, direct sunlight, or room temperature should not exceed 45 degrees Celsius.
12. Problems or damages arising from excessive moisture or hydrostatic pressure from the subfloor, which exceed the recommended pH level for Samaro SPC tiles.
13. Using latex or rubber-backed floor mats can result in discolouration. It is crucial to be aware that some synthetic backed carpets contain latex, which can cause discolouration on your SPC tiles flooring. To avoid this issue, choose matte floor mats labelled as "non-staining".
14. Damage occurred due to remodelling or construction activities.
15. Our warranty coverage does not extend to flooring installed on stairs or escalators.
16. Discolouration caused by wheeled traffic.
17. For optimal results, it is advised to install Samaro SPC Tiles' commercial-grade product exclusively in commercial settings. The installation of this product in a residential environment is not recommended as it is specifically designed and warranted for commercial use.
18. Reinstallation of already installed product voids warranty coverage.
19. Products must be installed solely on horizontal surfaces. Installation on vertical surfaces or ceilings is not covered under the warranty terms.
20. Warranty coverage is contingent upon the use of Samaro accessories during installation. Samaro will not reimburse labour costs for repairing or replacing the material with visible conditions present prior to installation.

The above warranty is applicable as per standard done at Intertek Report No. 31110016SH F-001 Dt. 23/11/2023 and ISO 9001/14001 and Green Guard certification.

Warranty terms are strictly applied in accordance with the Samaro installation guide. Failure to meet these guidelines may result in the voiding of warranty coverage, with no settlement of claims for replacement.

### **REMEDY:**

If your Samaro SPC tile floor fails to perform as outlined in the applicable Samaro SPC general commercial warranty, Samaro will evaluate whether to aid in repairing the defective area or provide new Samaro SPC tiles, or any relevant component, of the same color, design, or grade, subject to availability. If the specified product is unavailable or discontinued, Samaro reserves the right to select and supply similar Samaro SPC tile material. In certain instances, a certified inspector may need to be engaged to ascertain unknown causes; Samaro reserves the right to determine the necessity of this action.

1. In the event that Samaro authorizes repairs or replacement of a section under a warranty claim, it is your responsibility to clear any items placed over the affected area subsequent to the original installation. Please be aware that Samaro will not cover or reimburse any costs associated with the removal of these items.
2. Samaro will reimburse reasonable labour costs, contingent upon detailed receipts of payment made for the original professional installation.
3. Both labor and product reimbursements will not be considered for installations that do not adhere to the Samaro SPC tiles commercial installation guide.
4. The warranty for a replacement floor will only extend for the remaining period of the original warranty.

### **EXCLUSION FOR THESE WARRANTIES:**

Samaro will not provide credit or compensation for any loss, expense, or damage that does not directly impact the flooring due to manufacturing-related defects. This includes costs associated with replacing subfloors or underlayment, accessories, disconnecting/reconnecting appliances or fixtures, and moving furniture. We want to emphasize that no individual or entity is allowed to modify the obligations and limitations stated in this warranty. This warranty represents our complete and exclusive warranty and overrides any other express or statutory warranties.

We retain the right to inspect the flooring and may take samples for further evaluation if necessary. The final decision regarding the validity of any warranty claim lies solely with us, as specified in these terms. Any unauthorized attempts to repair or replace the flooring will render this warranty null and void.

Please be aware that if your floor is replaced due to discolouration caused by "bottom-up staining," mold or mildew growth, or asphalt/non-asphalt staining, it is considered a condition related to the site. Consequently, the replacement floor will not be covered by a warranty against future discoloration or staining.

There are no warranties beyond this stated warranty. All other warranties, such as implied warranties, warranties of merchantability, or warranties of fitness for a specific purpose, are not included. Additionally, no implied warranties go beyond the specified Warranty Period.

### **CARE AND MAINTENANCE GUIDELINES:**

Your Samaro SPC Tiles flooring is designed to provide you with years of worry-free use. Not only is it visually appealing but also it is highly durable. Additionally, maintaining this flooring is a breeze compared to other options, thanks to its resilient protective finish and resistance to moisture. By following a few simple care and maintenance steps, you can ensure that your Samaro SPC Tiles floor remains beautiful for many years to come.

There are three effective care and maintenance methods outlined in the Commercial Care and Maintenance Guide to ensure the cleanliness of your commercial flooring. The first method involves a no polish, no buffing approach, which eliminates the need for additional steps. The second method utilizes a machine spray buff technique to restore the shine and remove any scuffs or marks. Lastly, the third method involves using polish to enhance the appearance and protect the flooring from wear and tear. By following these methods, you can maintain the cleanliness and longevity of your commercial flooring.

Select the most suitable method and adhere to the corresponding care and maintenance instructions provided below for optimal results:

#### **No Polish, No Buffing Approach**

1. To maintain the quality of your Samaro SPC Tiles flooring, it is essential to lift heavy items instead of sliding them across the surface. When using furniture glides, carts, or dollies with wheels, always place strips of hardboard or plywood underneath to prevent damage.
2. Furniture legs should have large non-staining flat surface protectors or glides to avoid scratches or marks on the flooring. Additionally, it is recommended to use heavy cardboard or craft paper to shield the tiles during construction activities, ensuring the printed side does not come into contact with the floor.
3. Avoid using asphalt-saturated felt paper for floor protection, as it can cause harm. Rubber-backed mats should not be placed directly on the SPC Tiles to prevent permanent staining. Place walk-off mats or rugs outside building entrances to trap soil particles and use non-staining mats indoors if outdoor placement is not possible.
4. Certain solutions may contain chemicals that can damage the flooring if not promptly cleaned. Asphalt driveways, especially those recently sealed, can lead to permanent staining in high-traffic areas. Remove scuffs and adhesive smears with a cloth dampened in mineral spirits, followed by cleaning with a neutral pH floor cleaner to eliminate any residue.
5. For daily maintenance, sweep or dust the floor with an untreated dust mop to remove loose soil contaminants. Clean up spills immediately and avoid using sweeping compounds or oil-treated mops. Damp mop the floor with a neutral pH cleaner using overlapping strokes,

rinsing the mop frequently and changing the water as needed. Be cautious not to over-wet the floor and allow it to dry completely before permitting foot traffic on the cleaned area.

6. To maintain the quality of your Samaro SPC tiles, it is important to avoid certain products and practices. Firstly, refrain from using detergents, abrasive cleaners, or "mop and shine" products as they can leave a residue on your floor or potentially scratch the surface. Additionally, avoid applying paste wax, solvent-based polishes, mineral oils, or rancid fluids as they are not suitable for these tiles.
  7. It is also recommended to steer clear of highly abrasive scrubbing tools or pads.
  8. Instead, follow these guidelines for proper care and maintenance: clean your floors regularly according to a schedule, ensuring to use a clean mop head. Rinse the mop head frequently to remove soil particles and buildup, and replace the rinse water regularly to keep it clean.
  9. When dealing with spills, it is crucial to act promptly to prevent staining. Use an absorbent cloth to wipe up spills, then mop thoroughly with a neutral pH floor cleaner until the spill is completely clean. Rinse the area with clean water and allow it to dry completely. Always adhere to the neutral pH cleaning instructions and follow any safety warnings provided.
- Work in parallel overlapping passes until the floor is clean.
1. Use clean water to rinse the floor thoroughly and mop as necessary to eliminate any residue.
  2. It is important to avoid buffing the floor once it has dried, as this could cause burnishing of the flooring.
  3. Acid washing or the use of acidic floor cleansers should be avoided. Samaro SPC Tiles flooring is best maintained using a neutral pH floor cleaner.

It is advisable to adhere to the maintenance product guidelines provided by the manufacturer and strictly adhere to all safety precautions. Samaro does not provide warranty coverage for maintenance products manufactured by other companies. Any claims arising from the use of products from another manufacturer will not be eligible for coverage under the Commercial warranty.

### **CLAIM PROCEDURE:**

We work with distributors all over the country to make our products widely available. We sell our products to distributors and distributors sell our products to local retailers and contractors.

#### **Steps to Filing a Claim:**

1. Return to your retailer with your original proof of purchase.
  - a) If your floor was installed as part of a new home build, you may use your style selection sheet or your closing documents as your proof of purchase. If your retailer information is not included in these documents, contact your builder.



2. The claim will be evaluated.
  - a) Distribution Retailers: Your retailer will need to contact its distributor representative to get the claim filed. The retailer or distributor representative may inspect your flooring or request pictures or uninstalled samples showing the issue.
3. A claim determination is made.
  - a) Distribution Retailers: We will send the evaluation of the claim to your retailer's distributor, who will then share the results with your retailer. Your retailer should call you within 48 hours of receiving the determination to inform you of the decision.
    - (i) If your claim is approved, please work with your retailer to order new material and schedule the reinstallation, if applicable.
    - (ii) If your claim is not approved, you will receive a letter explaining why. You will also receive an inspection report if your home was inspected by a Technical Services Manager or a third-party inspector.

### MEDIATION/ARBITRATION

If a dispute arises out of or relates to this warranty, or the breach thereof, and if said dispute cannot be settled through direct discussions, the parties agree to first endeavour to settle the dispute in an amicable manner by mediation administered by the Arbitration and Conciliation Act, 1996, before resorting to arbitration. Thereafter, any unresolved controversy or claim arising out of or relating to this warranty, or breach thereof, shall be finally settled by arbitration administered by the Arbitration and Conciliation Act, 1996, and in accordance with its Commercial Arbitration Rules and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.

Neither party nor the arbitrator(s) may disclose the existence, content, or results of any arbitration hereunder without the prior written consent of both parties.

The arbitrator(s) shall be appointed as provided in the Arbitration and Conciliation Act, 1996. In rendering the award, the arbitrator(s) shall determine the rights and obligations of the parties according to the substantive and procedural laws of India.