

Residential  
Warranty

**WE ARE SAMARO FLOORING, A MANUFACTURER OF SPC FLOORING, AND WE PROVIDE A 10-YEAR 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 Residential use. Residential use means: use in environments (which do not have light or heavy commercial traffic) including all areas of Single and multi-family housing. If there is a question as to the type of use that is considered 'Residential' please contact your SAMARO representative.

The warranties provided are exclusively for the original end-user and cannot be transferred to another party. 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 warranty provided by Samaro is applicable solely for indoor installation in residential areas. For other uses, please refer to the commercial warranty. If the intended use does not qualify for the commercial warranty, a personalised written warranty must be obtained from the manufacturer.
3. Please ensure that you retain evidence of your purchase, such as a Bill Invoice or statement from your retailer. This document should display the date and price you paid and it must be duly stamped & signed by the retailer. It should also include the product description, shade, and quantity of the Samaro SPC flooring you purchased.
4. 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 underlayments, using the recommended installation method. The warranty period commences on the date of purchase invoice for the product.
5. 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.

6. 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.
7. 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.
8. Regular and timely cleaning and maintenance should be carried out per the care and maintenance guidelines provided for residential 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 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 or intentional damage or misuse.
- The **warranty for stain resistance** in households warrants that your floor will not suffer permanent staining from typical household products, with the exception of permanent markers, permanent dyes, and finishing stains.
- The **wear-resistant warranty** ensures that your floor will not wear down the protective wear layer under normal domestic conditions, provided that it is maintained per 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 buildup 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. Installation of residential products in a commercial environment is explicitly excluded from warranty coverage. Samaro SPC Floor Tile warrants its residential products exclusively for installation in residential settings. Any installation in a commercial environment will void the warranty.
17. Reinstallation of already installed product voids warranty coverage.
18. Products must be installed solely on horizontal surfaces. Installation on vertical surfaces or ceilings is not covered under the warranty terms.
19. 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 before 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 residential 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. If Samaro authorises repairs or replacement of a section under a warranty claim, it is your responsibility to clear any items placed over the affected area after 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 labour and product reimbursements will not be considered for installations that do not adhere to the Samaro SPC tile residential 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 underlayments, 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," mould 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 discolouration 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.

To safeguard your floor and keep it clean, it is important to adhere to the following care and maintenance guidelines:

- To prevent indentations and scratches, use non-staining floor protectors on the legs of chairs, appliances, and heavy furniture. These protectors should have a diameter of at least one inch.
- Avoid flooding the floor or exposing it to standing water.
- Place mats at all outside entrances to prevent tracked-in dirt. Ensure that the mats have a non-rubberized backing and are labelled as non-staining.
- Refrain from tracking in tar or asphalt from driveways.
- Avoid wearing high-heeled shoes on the floor, as they can leave permanent indentations.
- Protect your floors from burns caused by cigarettes, matches, or other extremely hot items, as they can cause irreversible damage.

- Prolonged exposure to direct sunlight should be avoided, as it can lead to discolouration.
- Regularly sweep the floor using a soft bristle broom to remove loose dirt.
- Mop the floor with a non-abrasive, neutral pH floor cleaner.
- Acidic floor cleaners should not be used.
- For everyday maintenance, a mop dampened with warm water is sufficient.
- Spills should be promptly cleaned up to prevent any potential damage.

## AVOID THE FOLLOWINGS

- Detergents, abrasive cleaners or “mop and shine” products – they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use rolling casters as they can damage the floor.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

## PROACTIVE PROTECTION FOR YOUR FLOOR

- When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it; this will help protect your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule, the heavier the item, the wider the floor protector needed.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber- or latex-backed mats (except where noted) because the chemical (antioxidant) they often contain can permanently stain your floor. We suggest an anti-staining vinyl-backed mat or a woven rug that is colourfast.

## IMMEDIATELY AFTER INSTALLATION:

- When the installation is completed, please follow the installation instructions for maintaining temperatures thereafter.
- Do not scrub or wash your floor for five (5) days.

## 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 amicably 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.