# Samaro Logo 2

# Warranty Issue Date: - Warranty Certificate No:

# Customer/Buyer Name: - Site Address: -

# Product Installed: - Size: -

# Invoice No: - Shade Code: -

# WE ARE SAMARO FLOORING MANUFACTURER OF SPC FLOORING. WE HEREBY GUARANTEE AND WARRANTY OUR PRODUCT HAS A SUPERIOR QUALITY WITH FACTORY STANDARD.

# .12 YEARS WARRANTY TIME FOR RESIDENTIAL USE.

# **.**5 YEARS WARRANTY TIME FOR COMMERCIAL USE.



Warranty Cover.

The SCP product as warranty for.

1. Manufacturing defects.
2. Cracking/Blistering – small bubbles.
3. Deformation – Shrinkage of wear layer.
4. Stains.
5. Peeling under normal conditions as determined by manufacturing faults.
6. The installation, use and protection of SPC flooring comply with the instructions for use issued by SAMARO GLOBAL IND PVT LTD.,

Non-Warranty Coverage.

1. Out of warranty period.
2. The installation, use and protection of SPC flooring do not comply with the instructions for use issued by SAMARO GLOBAL IND PVT LTD.,
3. The product is damaged, normal wear and tear during use or due to weather impact.
4. Customer arbitrarily move, disassemble the product.
5. Force majeure events such as natural disasters, fire etc.
6. Cases of strong impact, transportation, delivery and unsafe storage.

Warranty.

SAMARO GLOBAL IND PVT LTD is responsible for exchanging defective material. Shipping, transportation and installation must be paid by distributor/customer.



RESIDENTIAL WARRANTY DEFINITIONS AND CONDITION.

The warranty as defined below ensure that Samaro Click & Lock SPC flooring will perform in proper way for the said warranty period on the product purchased, which is termed in number of years from the date of invoice of the product purchase. When installed with Samaro Click & Lock SPC flooring installation guide over approved underlay and using recommended adhesives for accessories with need care and maintenance under normal condition.

1. The warranty is applicable for first installation and first owner, and is not transferable.

Samaro warranty can be applicable only after following the below conditions. In case of doubt, contact the manufacturer or distributor or dealer.

1. This general Samaro warranty applies solely for indoor installation in residential areas. For other applications, please see “Commercial Warranty” (CW) below. If the application does not fall under CW either, an individual written warranty must be requested from the manufacturer.

Samaro product must be installed following the Samaro installation method using the approved Samaro accessories.

# The term Residential Installation shall be understood as: use of the SPC flooring in a private residence that is use for private purpose only.

1. The date of purchase is the invoice date.

The original purchase invoice, should be duly stamp and sign with distributor or dealer details. The invoice should mention product and shade and quantity.



1. Manufacturing Defects warranty ensures that floor will be free of manufacturing defects.
2. Waterproof warranty ensures that your floor will not be permanently discolor from topical water or moisture.
3. Stains warranty ensures that your floor will not permanently stain from common household products excluding permanent maker, Dyes, finishing stains and human mishandling.
4. Wear resistance warranty ensures your floor will not wear through the protective wear layer under normal household conditions and if maintained to the guidelines provided at the time of purchase. Gloss reduction no considered wear and is not covered by this warranty.
5. The dust, sand or any outside particles on the SPC floor must be prevented by installing suitable mat at the all entrance doors. The doormat must be maintained correctly.
6. Any moisture left on the floor, around skirting, profiles, to be removed immediately. Cleaning with excessive water must be avoided at all times.
7. Any islands for kitchen and other very heavy objects should not be fixed/screwed or placed on the top of SPC flooring.
8. In case of warranty applicable Samaro will reimburse material and depending on the situation labor cost as per term of installation.
9. Warranty coverage for a replacement of SPC floor will be limited to effected area and not the full floor.
10. The effected area must be visible and cover as bigger area than one square inch.
11. No warranty is extended beyond this period.



Not Covered in Warranty.

1. Installation and applications errors. Third party installation, other than Samaro certified installers.
2. Product sold by manufacturer as other than “A grade”.
3. Accidents, abuse or misuse, such as scratch, blows, cuts or damage cause by sand and other abrasive materials whether caused by a contractor, a service company or end user. To determine whether the wear is abnormal, relevant ambient factors, the duration and the intensity of use of the product are taken into account.
4. Exposure to extreme temperature and relative humidity variations.
5. Damage caused by rolling loads or wheel chairs, pets.

1. Damage caused by homes appliance or plumbing leakage.
2. Damage or neglect at the time of installation or during transportation.
3. Damage caused due to any neglect or misuse of strong detergents, chemicals, corrosives.
4. Water damage caused by ice machines, refrigerators, sinks, dishwashers, hydrostatic pressure, natural disasters, excessive moisture in slabs etc. and shower area.

1. Re-installation of an already installed product, is not covered in warranty.
2. Discoloration caused by use of latex or rubber backed floor mats. Since some synthetic backed carpets contain latex in the making process that may discolor the SPC flooring. Always use matt marked as “non-staining”
3. Discoloration caused by rubber pads, rubber wheels’ rubber tires, rubber rollers, automotive tires etc.
4. Flooring installed on stairs/escalators are not covered in warranty condition.
5. All the material supplied of Samaro flooring will require an additional 7 to 10% for sizing replacement/repair work in future.
6. Damage caused by abrasive and corrosive substance like pet urine.
7. Warranty coverage of for product only when the installation is done with using Samaro accessories.

* 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.

All Warranty are based and applied as per Samaro installation guide, so if not meet will effect replacement and warranty which will not apply and no settlement of claims.

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**COMMERCIAL WARRANTY**

The term “commercial applications” shall be understood as the use of SPC flooring in non-residential premises, including but not limited to hotels, offices and shops or commercial establishment.

The duration of the commercial warranty is dependent on the flooring type concerned and on the purpose it is used for, as indicated in the information. The water resistance and click warranty is valid according to the application.

The commercial warranty is valid:

For indoor commercial applications inside buildings under all the above mentioned conditions.

That includes but is not limited to hotels, offices, shops, stores and commercial establishment.

Does not include areas with heavy foot fall/traffic/rolling loads and immediate access to road.

In addition to this Samaro suggested profile needs to be installed.

A commercial warranty for areas and applications which are not covered by the standard commercial warranty or a specific project warranty up to 6 years, can simply be requested by contacting the Technical Services Department MAIL ID.

The class of product & usage class should be aligned to benefit from commercial guarantee. Please contact us for a custom-made warranty if usage & product class are not aligned.

In case finding the product to be defect other matter covered by any limited warranties described previously, notify the retailer who sold the product within 30 days. This warranty is limited to the design, colors, shade, texture and available at the time of repair or replacement. Is the original material being no longer available, we have the right to substitute another product, shade, design and texture?

After approval of the claim, within 15 days’ customer need to accept the same, in case of delay the warranty will not be applicable.