

WARRANTY ALL KÄHRS PRODUCT FOR RESIDENTIAL USE (EN)

Kährs AB grants the following limited warranty for the following Kährs branded products bought 1st September 2026 or later. Warranty period depends on the product purchased and is valid from the date of original purchase as specified on the invoice. This warranty replaces any old warranties for goods bought after 01.09.2026.

Kährs 3-layer parquet 15 mm to 20 mm:	30 years
Kährs 3-layer parquet 13 mm or 14 mm:	20 years
Kährs 3-layer parquet Classic:	10 years
Kährs 2-layer parquet 11 mm:	30 years
Kährs 2-layer parquet 9 mm:	20 years
Kährs Veneer floorings at 0.6 mm top layer:	15 years
Kährs LVT 0.7mm wear layer:	30 years
Kährs LVT 0.55mm wear layer:	20 years
Kährs LVT 0.3mm wear layer:	10 years

This warranty provides rights in addition to customer statutory rights under applicable national law and regulations. Customer statutory rights are not affected. This warranty is not concerning products delivered to North or South American countries.

Kährs AB, hereafter called Manufacturer.

The warranty covers the entire product as delivered. It applies to defects inherent to the material and to wear through of the wearing layer, where the damage exceeds an area of 10x10 mm. The wearing layer is formed of the surface treatment and top or decor layer.

Manufacturer's sole obligation under the foregoing warranty shall be to repair or replace, at Manufacturer's option, at the place of shipment, without charge, all defective products which are inspected within the applicable warranty period, but only if such inspection confirms that the defects are as specified above, and that the products have not been:

- (1) installed incorrectly, installed with obvious and visual defects or in non-compliance with the procedures prescribed and instructions issued by the Manufacturer;
- (2) modified or altered, other than with authorization from the Manufacturer and by its approved procedures;
- (3) subjected to forces in excess of the maximum forces or environment of use for which the Manufacturer has specified the product for use;
- (4) subjected to sharp objects or abrasive surfaces, substances or chemicals; or
- (5) subjected to abuse, misuse, improper maintenance or improper maintenance solutions, negligence or accident, excessive heat or heating sources, dryness or exposure to extreme cold.

If the product sold cannot be manufactured any longer or is no longer in stock, the Manufacturer reserves the right to supply another similar product.

REMEDIES AND LIMITATION OF LIABILITY:

- a. In no event shall the Manufacturer be liable for
 - (i). special, indirect or consequential damages; or
 - (ii). any damages whatsoever due to loss of use, data or profits, arising out of or in connection with this contract or the use or performance of the Manufacturer's products, whether in an action for contract or tort (including negligence) or otherwise.
- b. The Manufacturer liability for damage to property shall be limited to repair or replacement of The Manufacturer products, and liability for physical damage directly caused by the sole negligence of The Manufacturer.
- c. The maximum monetary amount for which The Manufacturer shall be liable to any person whatsoever arising out of or in connection with any sale, use or other employment of any The Manufacturer product delivered to Customer hereunder, whether such liability arises from any claim based upon contract, warranty, tort or otherwise, shall not exceed the actual amount paid to The Manufacturer for the product(s) delivered hereunder which gave rise to the claim.
- d. If Manufacturer so request, defected products should be returned at Manufacturer's costs.

MAKING WARRANTY CLAIMS

To initiate a warranty claim, the Customer must notify Manufacturer or its authorized representative in writing, provide proof of purchase, photographs together with a written description of the claimed defect, permit reasonable access for inspection by Manufacturer or its authorized representative of the Flooring and jobsite conditions, and take reasonable steps to prevent further damage after the condition becomes known. Clear visual defects must be reported prior to installation and no later than two (2) months after delivery. Installation of any visually defective material shall constitute acceptance of its condition.

All other claims of defects must be submitted within two (2) months after the date the defect first became known or reasonably should have been discovered. Flooring must not be removed, altered, repaired, or replaced prior to inspection by Manufacturer or its authorized representative unless emergency mitigation is reasonably necessary to prevent further damage.

Manufacturer:

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NOTICE REGARDING PROBLEMS NOT DUE TO DEFECTS IN MATERIAL OR WORKMANSHIP

Please take notice that none of the following kinds of problems are problems arising from defects in material or workmanship, and are therefore not covered by this Product Warranty:

- a. Color deviations from samples and/or printed color illustrations.
- b. Shading or texture variations in products.
- c. Wear surface abrasion and gloss reduction from use. During the warranty period, it might be necessary to apply a new surface coating periodically, this depends entirely on the intensity of use.
- d. Dissatisfaction due to improper installation or installation in combination with the use of inappropriate adhesives. Improper maintenance products or maintenance solutions (recommended installation and maintenance instructions are available upon request).

An adequate maintenance program must be put in place immediately after installation and this must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas such as pavement, gravel ground, etc. is possible.

- e. Labor costs incurred from installing merchandise with obvious and visual defects.
- f. Use for purposes other than those for which the products are intended:
 - (i). outdoor use.
 - (ii). using floor covering with click joints in areas where heavy rolling loads exists.
- g. Problems caused by
 - (i). substrate defects and/or inadequate substrate preparation including but not limited to moisture, pH, alkali, or hydrostatic pressure in excess of published limits or
 - (ii). direct sunlight, excessively heat from different sources, such as fireplace, heating accumulators, underfloor heating systems, etc. creating distortions, cupping etc.
- h. Staining from floor mats, line tensioner posts, or other items left on the surface of the floor for extended periods.
- i. Damage due to pointed objects, gouges, free water or water leakages, burns, stains, cuts, scratches, scuffs, including damage from high heel shoes, lack of proper floor protectors and furniture rests, staining caused by tracked-in foreign matter, including but not limited to asphalt, resins, driveway sealers, or oil drippings, and discoloration caused by carpet crocking, dyes, sunlight, heat generation, mildew, or plasticizer migration, abnormal wear of edges and surface, due to cupping and distorted boards.
- j. Natural disasters, such as, but not limited to, flood, extreme heat, earthquake, etc.

The preceding list is not exhaustive, but is merely illustrative, of the many kinds of problems that are not due to defects in material or workmanship in the products and are not within the coverage of this warranty. Other such problems not described on the list above are also outside the scope of this warranty.

Nothing in this warranty statement, shall be regarded as in any way limiting or excluding any liability Kährs AB may have to the customer under any relevant statutory regulations concerning product liability in the respective nation. Contact your local Kährs seller or government to be guided.