

1. General Warranty Conditions and Validity Principles

- **Purpose and Area of Use:** The warranty is valid only for products correctly installed under normal usage conditions in private residences (and specified light commercial areas). The warranty is void in cases of use outside its intended purpose.
- **Product Quality and Packaging:** The product must be manufactured as first quality, and its packaging must be unopened and undamaged. Damaged products, opened packages, or products that are not first quality are excluded from the warranty.
- **Non-Transferability:** The warranty is strictly non-transferable and applies only to the original purchaser. Any damages arising from transfer to another party are not covered.
- **Duration and Limitation of Rights:** The warranty is valid only within the specified period for the product and only for issues arising in the product itself. No additional rights or compensation may be claimed under any other name.
- **Required Documents:** During a warranty claim, it is mandatory to present the original sales invoice (or document/copy) and the warranty certificate.
- **Application Period:** Any complaint within the scope of the warranty must be reported in writing within a maximum of 30 days following the occurrence of the defect.

2. Warranty Periods

The warranty period starts from the date of delivery of the goods. The delivery date and notification date correspond to the date on the delivery note issued at the time the consumer receives the goods. The consumer must sign this document to confirm receipt.

A. Residential Use (Domestic)

- **0.15 mm Wear Layer:** 7 Years
- **0.30 mm Wear Layer:** 15 Years
- **0.55 mm Wear Layer:** 25 Years (Long-term residential warranty, provided that warranty conditions are met)

B. Light Commercial Use (Offices, small shops, boutique businesses, etc.)

- **0.15 mm Wear Layer:** Not covered under warranty
- **0.30 mm Wear Layer:** 7 Years
- **0.55 mm Wear Layer:** 10 Years
- **Note:** Commercial areas with heavy foot traffic are completely excluded from the warranty.
- Light commercial use includes offices, small shops, boutique businesses, and low-traffic commercial areas.

3. Conditions Not Covered by Warranty

Installation and Technical Application Errors

Note: The information in this document is valid as of 01/10/2024 and may be changed without prior notice.

As Porfloor continuously makes technical improvements, it is recommended to check whether this document is still up to date before starting any work.

- Installation or delivery not carried out by authorized dealer personnel.
- Failure to comply with installation instructions, quality manual, and Porfloor Installation Guide.
- Failure of the installer to inspect the subfloor prior to application; subfloor not being level, dry, and sound.
- Subfloor preparation not meeting technical requirements or installation on unsuitable substrates.
- Failure to acclimatize SPC flooring for at least 24 hours on a flat surface prior to installation; installation without allowing adaptation to ambient conditions.
- Use of unsuitable or non-original auxiliary materials during installation.
- Repairs, modifications, incorrect installation, dismantling performed by unauthorized persons, and resulting wear, breakage, or scratches.

Environmental and Climatic Conditions

- Areas exposed to direct sunlight and heat (open or enclosed spaces).
- Installations in environments where daily temperature variation exceeds **20°C**.
- Wet areas such as bathrooms, saunas, toilets, balconies, open terraces, and similar spaces continuously exposed to moisture.
- Workshops, warehouses, or areas exposed to unusual chemicals or heavy mechanical loads.
- Fire, earthquake, flood, water damage, and other natural disasters.

Usage and Maintenance Errors

- Any applications outside the specified installation and maintenance instructions or use contrary to product guidelines.
- Use of the product outside the specified areas.
- Sanding, scraping, or varnishing applied to the flooring.
- Improper transportation and storage conditions; damaged, opened, or non-first-quality products.
- Exposure of the product to excessive load, impact, or chemicals.
- Natural wear and tear allowances.

4. Natural Characteristics of the Product (Not Covered as Defects)

- **Light Fastness (Color Stability):** Products have high resistance to light in accordance with EN 20105-A02 (minimum grade 4 on grey scale) and ISO 105-B02 (minimum grade 6 on blue wool scale), but they are not completely resistant to color change. Temporary shade differences, yellowing, or fading may occur in areas not exposed to light (such as under carpets, rugs, or fixed furniture). This is not a defect but a natural characteristic of the product.

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- **Stain Resistance:** In accordance with EN 438, the product is resistant to substances such as acetone, cosmetics, alcoholic beverages, coffee/tea, fruit juices, edible oils, nail polish and remover residues, 25% sodium hydroxide, and 30% hydrogen peroxide. However, such substances must not be left on the surface for extended periods; prolonged exposure or use of unsuitable chemicals is out of warranty scope.

5. Warranty Inspection Process and Services

- **Right of Inspection:** The company reserves the right to inspect the product at the installation site, conduct technical analysis, or have it examined by independent third-party laboratories or expert organizations before evaluating a warranty claim.
- **Provided Solutions:** PORFLOOR may, at its discretion, provide product replacement or partial/full refund of the product price, taking into account the usage period.
- **Product Replacement:** If replacement is decided, the defective product will be delivered to the original point of sale. If the requested décor, color, or pattern has been discontinued, replacement will be made with an equivalent product from the current collection.

6. Costs Not Covered by Warranty

Under no circumstances are the following costs covered:

- Removal and reinstallation/application of the existing product
- Screed, subfloor, or auxiliary material costs
- Transportation, storage, labor, and travel expenses
- Indirect damages other than the product cost

7. Data Protection

- The original purchaser agrees that Portakal Ahşap may store customer data. This data will be used solely for warranty-related processes and will not be processed for other purposes.
- The customer may withdraw consent for data usage at any time by sending an email to info@portakalahsap.com.

8. Governing Law

Turkish law shall apply, excluding the United Nations Convention on Contracts for the International Sale of Goods (CISG).