

CONFIRMATION OF PRODUCT GUARANTEE

The wood flooring produced by **Corà Domenico & Figli Spa®** Parquet Division is made from a selection of the best raw materials, assembled with the high quality standards guaranteed by specialist professionals and the most advanced levels of technology. Our products are controlled by the in-house certified laboratory, where gluing, varnish film resistance, stability and reliability over time are also checked.

To confirm and integrate this basic consumer safety principle, **Corà Domenico & Figli Spa®** products are covered by a conventional 10-year guarantee, an addition to those rights of purchasers that are already in force. This guarantee does not, in any way, exempt **Corà Domenico & Figli Spa®** from "Product Liability" as cited in art. 11 of Italian Legislative Decree 206/2005 (which covers corporal damage to third parties and direct material damage to third-party items other than the flawed product), or from the separate legal protection of the purchasing "consumer".

The 10-year guarantee will only be valid if activated by the purchaser within 30 days from the purchase date of the products covered by it.

Product guarantee conditions



Definitions

The term **Guaranteed Products** refers to the NU-EVO GARANT, WAVE, KROMIA 2016 and CONTINNUM FLOOR lines of parquet that are indicated in the **Producer's** price list for the general public with the symbol shown here; the term **Producer** refers to the company Corà Domenico S.p.A.; the terms **Purchaser** and **End user** refer to the subject whose interests are protected by the guarantee; the term **Purchase Date** refers to the date indicated on the documentation (receipt or invoice) issued when the Guaranteed Products were purchased.

Guarantee duration

The guarantee covers the products for a period of ten (10) years from their Purchase Date.

Guarantee coverage

The guarantee only covers material and direct damage to the Guaranteed Products that occur within ten (10) years from the Purchase Date and which are caused by:

- production flaws;
- material defects, including raw materials, components, glues, colorants, varnishes, and any other material used during production.

Guarantee activation conditions

The 10-year guarantee supplied by **Corà Domenico & Figli Spa®** is an extension of the legal guarantee in force, under the condition that the following product use indications are respected:

- the floor must be laid using the laying materials supplied by Corà because selected for reaching top quality levels (laying glue even in the case of glue used laterally on raised flooring, mat if used, products for first-time cleaning and maintenance), or equivalent products with the same characteristics as mentioned in the technical data sheet and purchase documents;
- a declaration signed by the professional layer specifying that laying was carried out to the highest standard, together with specific indications and product sheets on the materials and accessories used; the declaration must, as per good custom and as indicated by the category guidelines, contain:
 - a documented preliminary verification of the suitability of the base and/or laying surface, with specifications of the hygroscopic surveys and the conditions;
 - a temperature and environmental humidity control report during storage and laying in compliance with the product sheets of the materials that were used.
- Users must register for the maintenance programme and demonstrate that they have purchased and applied the suggested products at the times and in the manners indicated by the Corà Maintenance programme.

- The guarantee remains valid only if the product is registered on the Corà Website and if the maintenance programme is activated within 30 days from the purchase date; alternatively, the purchaser can inform the producer, even by email to be sent to (Divisione.Parquet@coralegnami.it), of the purchase date, code or name of the product that was purchased, and the authorised retailer.

Exclusions

The 10-year guarantee does not cover:

a) damage caused by laying errors, including damage deriving from base unsuitability (with reference to the correct geometric, mechanical, hygrometric, etc. conditions) or attributable to flaws, the unsuitability or incompatibility of the subsidiary materials (e.g. glue, varnish, etc.) used to apply or finish the guaranteed products; b) damage deriving from unsuitable material preservation or storage in areas that are not under the responsibility of the Producer; c) occurrences that are directly connected with the natural characteristics of the Guaranteed Products that were selected, or the raw materials used for their construction (see, for example, "Getting to know wood flooring" – in addition to the product sheet that comes with every supply and attached to the transport document) as mentioned in this Confirmation of Product Guarantee, including all normal deterioration, the effects of proper and/or improper use; d) flaws that are purely aesthetic or of subjective assessment, which do not compromise the normal functionality of the Guaranteed Products; e) damage deriving from flaws or defects already known to the Purchaser at the moment of purchase; f) damage caused by lack of or incorrect maintenance and/or cleaning, or the improper use of the Guaranteed Products, **including keeping them at the wrong temperature and humidity level**; g) damage done or worsened by the malicious intent or negligence of the Purchaser or third parties for whom the Producer is not responsible (for example, the Producer must be informed if any of the wood flooring elements present flaws that are visible when the packaging is opened by the purchaser or appointed third parties; said elements will be replaced if possible, and must be excluded from assembly. Not respecting this obligation can seriously worsen the damage and the relative restoration costs, which in such cases are excluded from the Guarantee); h) damage deriving from other external causes of any nature (spilt liquids in general, fire, knocks, falling objects, damage caused by pets and not including parasites or xylophagous insects, infiltrations of humidity, alterations in the normal climatic conditions, fortuitous events) and in any case which are not directly attributable to production flaws in the Guaranteed products; i) damage that is indirect, immaterial, or other types not expressly mentioned, for example the disassembly, movement and re-assembly of casings and furnishings, loss of use of the rooms, losses in income, etc.

Purchaser obligations in cases of claims

For the 10-year guarantee to be valid, the Purchaser must inform **Corà Domenico & Figli Spa®** Parquet Division of any faults or flaws in the product under guarantee by registered letter with return receipt or certified email within 8 days from the date of the discovery; informing after 8 days renders the guarantee null and void. Claims must be accompanied by an indication of the date when the fault or flaw was discovered and product identification, and the pertinent purchase documentation must be presented (receipt or receipted invoice, together with the transport document as required by tax laws).

Verification

In the event of proof of the claim being valid, the Producer gives its own preliminary opinion, reserving the faculty to request more information by telephone, additional documentation such as photographs, etc., or for an inspection to be carried out by its own external representatives (for example local retailer, area representative, etc.). The flaw or fault will be corrected, in the methods best established subsequently, if recognised by the Producer. In the event of the Producer not recognising its responsibility under guarantee, the Purchaser can request a definitive judgement through a direct on-site inspection done by the Producer's Central Technical Assistance Service or an external expert technician selected independently by the Producer, subject to payment of € 500.00 (five hundred euros) as a security deposit to partially cover the relative intervention costs. This deposit will be fully returned to the Purchaser by the Producer if the definitive judgement (a binding answer for the Producer) is positive.

Restoration process

In the event that claims regarding flaws or faults in products under guarantee are found to be accurate, the Producer will, at its own cost and under its own care, and through parties appointed by it, restore the portion of flooring that is faulty by repairing it, or replacing the pertinent elements if repair is impossible, all in a workmanlike manner. The Producer will make available the labour and any new materials that are necessary for carrying out the intervention under guarantee, namely those that are as close as possible to the original ones and according to the availability of both workers and materials at the moment of intervention. Repairs can be done even by smoothing and finishing the relative parts of the floor during laying. The intervention will be done as quickly as possible, according to agreements made between the parties.

The floor will not be replaced fully if the damaged walkable surface is less than 40% of the whole floored area and can be considered as accessible. The Manufacturer's Central Technical Assistance Service, which is responsible for managing the restoration intervention to the highest standard, will assess the situation and decide on the procedures and technical methods to be used for the work. The costs of any modifications, improvements or extraordinary work requested by the Purchaser are not covered by the Guarantee and are to be assessed separately on the basis of separate written agreements. The Guarantee does not include any board and lodgings costs incurred while the floor is being restored or replaced.

Malicious destruction of property

The guarantee is rendered automatically null and void if the Purchaser or their representative worsens the progress of the original damage in any manner

(including if they do not promptly inform of the damage), maliciously alters causes, traces and residues, or maliciously exaggerates the amount, declares non-existing elements to have been destroyed, conceals, steals or tampers with things that have been saved, uses documents or means that are false or fraudulent, or in general carries out actions that make it reasonable to believe that said party or representative intends to obtain undue advantages in relation to the guarantee.

Franchise clause

This guarantee is not applicable if the damage is worth less than € 500.00 (five hundred euros).

Compensation limit

For any act of damage, and for any series of damaging facts that occur with the same purchaser, this conventional guarantee is valid for a maximum refundable amount of € **15,000.00 (fifteen thousand euros)**.

Countries where the guarantee is valid

The guarantee is valid in the Republic of Italy, the Republic of San Marino, the Vatican City and those countries that are part of the European Union.

Resolution. Competent court

The parties will attempt to agree, beforehand and upon application by one of the parties, on any controversy inherent to application of this Guarantee before the Vicenza Chamber of Commerce, in compliance with the mediation regulations of the arbitration chamber of said Chamber of Commerce. In the event of an agreement not being reached, the case will be resolved exclusively by the Vicenza Court. In the event of the purchaser being classifiable as "consumer" pursuant to regulations in force, the court of the domicile of the consumer or as selected by said consumer will be the competent court.

Getting to know wooden floors

Corà Domenico & Figli Spa® Parquet Division informs you that wood is a material that is as beautiful as it is “alive”, in other words changeable, and because of its nature it is exposed to possible – and in some cases certain – outer and/or inner variations that are caused by a series of external factors such as temperature, environmental humidity, sunlight, and everyday use. This is why it is essential for purchasers to be well aware of some of the most frequent phenomena when they choose parquet or wood flooring.

The colour of parquet depends on the wood fibres, but also on what are called “extractives”. Extractives are substances that are present in the wood from its very beginning, and they differ from species to species. The natural colour of these extractives varies according to their exposure to air and light, so as time passes the original colour of a wooden floor usually becomes darker because of its nature. This can happen even with wood species with a coloured finish (in a way that is directly proportional to the tone of the colouring).

- Wood from the tropical regions (e.g. Doussiè and Iroko) contains high quantities of extractives, so it is generally more exposed to colour alterations and usually becomes brown-dark. Doussiè is more likely to present a marked and sudden local oxidation and a consequently different colour transformation, even if its planks are originally almost identical. In some cases, this oxidation can even lead to very evident traces of extractives (e.g. silica), that have been in the natural structure of the wood species from its origin. With Teak, on the contrary, its typical natural stripes of colour tend to fade because of its exposure to light sources over time; the colour becomes medium-light, with subsequent attenuation or elimination of the initial stripes, and even evident unevenness.
- The surface of floors that are exposed to direct sunlight for a long time, even if through glass surfaces (e.g. windows), can become discoloured (similar to what happens even when other, very different materials such as plastic, ink, etc., are exposed to UV rays). Very intense sunlight can lead to cracking, splitting and delamination. Putting up curtains or applying film that filters UV rays to glass surfaces is advisable to contrast these natural variations.

Heat treatment (a process that improves some mechanical characteristics and reinforces the surface colour) habitually changes the colour tones of wood greatly and the surface tends to lighten over time when exposed to light sources, in particular if direct.

- With scantling (large-sized wood), the nature of the product, together with the characteristic crown cut vein deriving from tangential cutting, can cause the appearance of slight fractures in knots and medullary rays. This is normally part of the intrinsic characteristics of the product, but can be more visible if the floor, during laying or daily use, is exposed to climatic conditions that are different from those described in the Product Sheet.
- With some types of wood (Oak and Beechwood species), the planks obtained from a perfectly radial section of the trunk present not just the characteristic striped veins but also strange “reflections”, in other words shiny stripes of parenchyma rays (that remain visible even when the material is finished with a colour). These highlights, which show the intersection with the medullary rays, must not be interpreted as imperfections but as primary elements of quality. They render scantling more prestigious, both in terms of aesthetics (in species, fibre uniformity) and technical-functional performance (impermeability, dimensional stability, etc.).
- Wood is a material whose dimension is naturally subject to variations that are affected by specific temperature and environmental humidity conditions among others. To prevent them from having a negative impact on your wooden floor, the environmental climate must be kept constantly between these suggested optimal “limit values” (which also guarantee

the best comfort for people): air temperature between 17 °C and 30 °C and relative air humidity between 40% and 65%, unless otherwise specified in the Product Sheet). The flooring support renders the product legally compliant, but if the floor is exposed for long periods to a very dry climate, small cracks can appear between the blocks. These cracks usually fade and disappear as soon as the optimal climatic conditions indicated above are restored. Cracks, cuts, and at times total delamination can occur if the climatic conditions are not returned quickly, even in the case of “multi-layer” products (UNI EN 13489 Standard). Consequently, the correct climatic conditions must always be guaranteed, both during laying and during floor use, even if the rooms where the floor has been laid do not appear to have been lived in.

- Wooden floors are protected by a surface finish which, because of the wear determined by walking and if suitable periodic maintenance is not carried out, can become opaque, uneven, or whose general aspect can deteriorate. These phenomena can also vary according to the intensity of the stress undergone and the frequency of the aforementioned maintenance. Because of their intrinsic characteristics, floors whose surfaces are treated with oil and UV oil are more exposed to the risk of liquid penetration, above all if the liquid is left in contact with the surface for a long time. As individual blocks absorb oil at different levels, it is normal that different levels of opacity appear over the whole block or limited areas of it.
- Even though the wood species used to produce floors are hard enough to guarantee all the technical-functional specifications for use, the following can appear on the wood surface: splits, cuts, cracks or, in limited cases, splits if heavy weights are applied (such as ladders, sticks with metallic or pointed ends, stiletto heels, furniture, etc.) or vertical falls or knocks caused by objects, even if only relatively heavy.
- Wood, the fruit of nature, is not even like synthetic materials; this means, for example, that a floor sample made up of a few blocks can only give an impression of the floor when fully laid, and may not be suitable for expressing the definitive aesthetic effect of the whole surface in all its particular aspects.
- For the same reason, two floors made of the same type of wood always have a different aesthetic aspect. With flooring that has been surface processed manually or embossed, the natural unevenness of the product must also be associated with the tolerances that are always present in artisanal production (for example possible differences in colour tone, block coplanarity, geometric uniformity, etc.), which represents the guarantee that the product is sought after and cannot be imitated. In the same way, the nature of these types of product ensures that their surface, as time passes, normally shows variable effects of wear. As such, periodic maintenance is essential for preserving the original aesthetic-functional aspect as best as possible, exalting the overall life of the floor. The Maintenance manual prepared by Corà Domenico & Figli Spa® Parquet Division and attached to the product gives precious indications and suggestions for obtaining this result. Being aspects that are intrinsic to wooden floors, the possibilities given above are not flaws.