

nora by Interface EMEA end-user Product Warranty for European manufactured rubber flooring

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nora® warrants that its first choice standard norament, noraplan and noracare floor coverings* made in Weinheim, Germany meet the following requirements based on DIN EN 1816, DIN EN 1817, DIN EN 12199 and DIN EN 14041:

- dimensional stability
- curling
- fire behaviour
- design appearance
- wear resistance

for a period of 15 years from the date of invoice.

If the products fail to perform as warranted, nora may choose to either:

- repair the defective products;
- replace the defective products in the affected area by providing comparable products from the then current nora collection; or
- pay a reasonable compensation for the defective products. nora's obligations regarding replacement are limited to making available the replacement product and covering reasonable freight costs and do not include labour and installation costs.

This warranty covers only manufacturing defects. It does not cover for example tears, burns, cuts, pulls, or other damage, deterioration or loss caused by abuse, misuse or improper maintenance, flood/excessive moisture, excessive alkalinity or damage from the use of heavy equipment, force majeure events or Acts of God, fading and/or discoloration, material defect due to prolonged exposure to intense sunlight or ultraviolet rays. This warranty shall be void if the products are not handled, installed and maintained in strict compliance with nora's recommended procedures applicable at the date of purchase, including, without limitation, initial floor preparation and installation, proper use of recommended adhesives and on-going correct maintenance. This warranty does not apply to any non-commercial installations, products which are "B" or other second choice products.

nora must be notified of any defects in writing within ten (10) working days concerning any visible defects following delivery or within ten (10) days after these have become apparent for any hidden defect that appear after use. Following the receipt of a notification, a nora representative might need to visit the site to assess the notified issue. nora will require evidence of proof of purchase and reasonable cooperation to facilitate nora's repair or replacement in the affected area should a covered condition exist.

Under no circumstances will nora be liable for any incidental, indirect, special or consequential damages including but not limited to loss of income or loss of profit. Except as expressly provided herein and to the extent as permitted by applicable law, nora shall have no other obligations, and user/buyer has no other rights vis-à-vis nora, in regard to the conformity of the products and nora makes no representations or warranties, express or implied, including, without limitation, any warranty of merchantability or fitness of its products for any particular purposes, and hereby disclaims the same.

Unless agreed otherwise in writing, this warranty shall be governed by and construed in accordance with the local laws of the country where the selling nora entity is located and subject to the exclusive jurisdiction of the competent local courts where the selling nora entity is located.

The applicability of the Vienna Sales Convention is excluded.

* Standard norament, noraplan and noracare floor coverings as available from our catalogue are: noraplan® uni, noraplan® unita, noraplan® signa, noraplan® sentica, noraplan® stone, noraplan® valua, noraplan® convia, noraplan® acoustic, noracare® seneo, noracare® uneo, norament® 926, norament® 926 grano, norament® 926 satura, norament® 926 pado, norament® 926 castello, norament® 926 arago, norament® 926 kivo, noraplan® 913 nTx und norament® 926 nTx.