

**MORE FROM WOOD.**



Care and guarantee

**Guarantee declaration and care instructions for Egger flooring cork<sup>+</sup> and Comfort<sup>+</sup> technology**



# Guarantee conditions for EGGER flooring with cork<sup>+</sup> and Comfort<sup>+</sup> technology

EGGER flooring with cork<sup>+</sup> and Comfort<sup>+</sup> technology gives you security over many years.

EGGER provides you with a guarantee from the date of purchase:

When installed in domestic areas for EGGER cork <sup>+</sup> and MEGAFLOOR Comfort <sup>+</sup> products	15 years		for EGGER cork <sup>+</sup> installed in moderate commercial areas	5 years	
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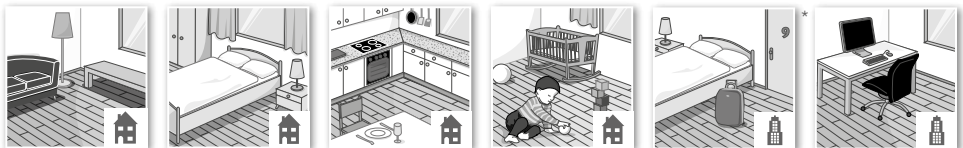
**Attention:** For MEGAFLOOR Comfort<sup>+</sup> products no guarantee for commercial areas.

## Threefold security

- Resistant against remaining stains – easy to clean and care
- Resistant against fading of the decor
- Long-lasting – beautiful decor surfaces for many years due to the tough surface

## The following guarantee terms apply:

- The EGGER guarantee applies for the domestic use as well as with EGGER cork<sup>+</sup> / Comfort<sup>+</sup> products for the moderate commercial use. The guarantee is not valid for wet areas like bath rooms. Please note the separate maximum guarantee period of 5 years for commercial areas.
- EGGER floorings with cork<sup>+</sup> / Comfort<sup>+</sup> Technology must have been used as intended and according to the instructions for care. They should not be subjected to unusual wear and/or inappropriate treatment, for example through mechanical damages which are no longer considered as customary use and/or through improper cleaning.
- The guarantee is not transferable and only the original purchaser is entitled to it.
- EGGER floorings with cork<sup>+</sup> / Comfort<sup>+</sup> Technology must have been installed in rooms that are suitable for the product. The installation must have been carried out in accordance with the presently valid installation instructions and according to the generally acknowledged rules.



\*only valid for EGGER cork<sup>+</sup>

- EGGER floorings with cork<sup>+</sup> / Comfort<sup>+</sup> Technology are natural products and therefore variations of the surface finish and optic are possible.
- Damages due to falling household objects are defined as being cracks on the surface of the flooring and/or chips on the surface. Insignificant marks without crack or chips on the surface do not represent damage to the flooring. Damages that are caused by sharp or sharp-edged objects are excluded from the guarantee. The height of fall of the objects may not exceed 90 cm. The objects should not have a weight exceeding 0.5 kg.

## What is the extent of the guarantee you receive from the company EGGER?

- After acknowledgment of the guarantee claim, EGGER will supply new flooring panels as replacement to the customer from the currently applicable range. The material will be delivered free of charge to the point of sale. Incidental installation expenses, including the reinstallation are not carried by EGGER and are also not a constituent of the guarantee.
- With respect to the usage of the material that has already taken place, in the sense of a “new for old” deduction, the following percentage values of the new price will be deducted per commenced year of the guarantee period:

when installed in domestic areas → 6 %

when EGGER cork<sup>+</sup> products installed in commercial areas → 15 %

## How do I assert my guarantee claim?

- After noticing a damage or a guarantee case, the purchaser should immediately contact his/her authorised dealer and/or the company EGGER under submittal of the original sales receipt.
- After the reporting of guarantee claims, the company EGGER reserves the right to inspect the flooring at the installation location and to verify the eligibility of the guarantee claim with respect to the cause, as well as also with respect to the extent of the claim.

# Care instructions for EGGER flooring with cork+ and Comfort+ technology

## Simply clean!

Most dirt can already be kept out by having appropriate doormats. For the rest, use the brush attachment on your vacuum cleaner. Depending on the frequency of use and amount of dirt, you should also wipe the floor with a damp cloth regularly. Take care to also clean the bevels in longitudinal direction. For optimum cleaning we recommend CLEAN IT, the EGGER system flooring cleaner.

## Stubborn stains?

For stubborn stains such as coffee, tea, lemonade, fruit or milk stains, lukewarm water – with conventional acidic household cleaner if needed – will be sufficient. Paint, lipstick, ink, tar etc. can be easily removed using a conventional absorbent cloth and a suitable cleaner. Important: Neutralise the surface with water afterwards.

## Optimum Protection for the EGGER floor!

- Attach felt pads to the feet of all furniture
- Lift furniture when moving it rather than pushing or dragging
- Use soft furniture castors (type W)
- Mop up any spillages immediately
- Do not use steam cleaners

## Damaged nevertheless?

No matter how hard-wearing your floor is, a panel may still get damaged. If the damage is slight, the problem can be easily solved with the system related repair paste DECOR MIX & FILL light and dark. More severely damaged panels can be easily replaced by a professional fitter.

Please contact your local stockist.



## Guarantee card EGGER

This guarantee card is applicable for:

Name

Street

Street

City

Country

This guarantee card is applicable for the product:

Collection

Decor number / decor name

Format / Total thickness

Domestic areas

Type of use

Commercial area

Distributor:

Company

Salesman / date

Street

City

Country

phone / fax

e-mail

yes

Professional installation? / installer name

Wholesaler

Date / signature

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Service, advice and more: