

# WARRANTY CONDITIONS

## FOR LAMINATE FLOORING

15.07.2025

## 1 WARRANTOR

Classen Holz Kontor GmbH, Werner-von-Siemens-Straße 18-20, 56759 Kaisersesch, Germany, as the manufacturer of boards, grants the following warranty in addition to the statutory rights in respect of defects on the purchased floor elements.

## 2 WARRANTY PERIOD

The warranty period depends on the respective product category, product series along with the technical characteristics and the intended use of the purchased product. The warranty period can be found in the product insert or the packaging. The warranty period commences with the date of invoice and purchase of the product by the person entitled to the warranty.

If a warranty service is provided, the warranty period is not extended. The provision of a warranty service does not initiate a new warranty period.

## 3 SCOPE AND PERFORMANCE UNDER THIS MANUFACTURER'S WARRANTY

### 3.1 The warranty applies to:

Abrasion damage, stain sensitivity, colour fastness and interlocking system for residential use and light commercial use.

If any claim arises under these warranty conditions during the warranty period, the manufacturer shall provide one of the following services of its choice under this warranty:

- Free provision of equivalent boards to replace the affected area
- Monetary compensation.

Replacement boards will be delivered to the original point of sale if possible or made available at a place of performance of the guarantor's choice. If the repair or replacement of the boards is excessive, the warrantor shall reimburse costs on a pro rata basis. This payment will be based on the current value of the affected boards. The current value will be calculated based on the age of the affected floor in relation to the warranty period. Depending on the warranty granted, the replacement payment will be reduced annually (for example, 15-year warranty → reduced by 1/15 per year; 25-year warranty → reduced by 1/25 per year). In the event of a claim, the customer shall bear the difference between the current value and the replacement value. In this case, however, the warranty service will not include claims for the assumption of costs for dismantling, assembly, re-laying, transport, storage, travel/hotel costs and disposal of the affected surface. These costs shall be borne by the purchaser. This warranty does not cover consequential damages or unusual or negligent damage. Some countries do not allow the exclusion or limitation of negligent or consequential damages. In such cases, the aforementioned exclusions or limitations shall not apply. If a decorative finish/style is no longer available from the manufacturer, a replacement of equal value will be provided from the respective valid delivery programme.

The warranty granted is limited to non-obvious defects. These are defects that were not visible prior to or during the installation of the laminate flooring.

### 3.2 Warranty conditions for:

#### 3.2.1 Abrasion

For the purposes of this declaration of warranty, abrasion means the complete wearing through of the decorative finish over an area of at least 1 cm<sup>2</sup>. In the case of abrasion, any appearance of abrasion on the board edges is excluded from the warranty.

#### 3.2.2 Stain sensitivity

With regard to a low soiling characteristics, CLASSEN grants a warranty in accordance with and within the limits of EN 438-2, provided that product-specific usage and care guidelines have been observed. Failure to comply with these guidelines will exclude any warranty service.

The care guidelines can be viewed at: <https://classengroup.com/wp-content/uploads/2024/08/pflegehinweise.pdf>

#### 3.2.3 Light fastness (supplemented)

The laminate flooring is light-resistant corresponding to level 6 on the Blue Wool Scale: Lightfastness (according to DIN EN 438) describes the colour constancy of the colour pigments in the surface after prolonged exposure to light. It therefore exhibits very good light fastness with prolonged exposure to light but is not light-resistant and must therefore be protected from direct sunlight.

#### 3.2.4 megaloc / megaloc aqua protect locking system

The stability of the profile is ensured when installed correctly and in accordance with our installation instructions, without breaking out the main locking elements.

### 3.2.5 Extended warranty conditions for laminate floors with megaloc aqua protect

The extended warranty conditions apply in accordance with ISO/WD 4760:2020(E) for the tightness of the profile joint, max. moderate swelling and for the time period in hours listed on the product insert or the packaging. It is also assumed that the water is removed within the period of time in hours listed on the product insert or the packaging after the start of exposure. The warranty is only valid if all installation instructions have been followed and the general warranty conditions have been fulfilled. The extended warranty for impermeability and swelling protection is valid for 10 years, independent of the advertised product warranty.

The laminate flooring with megaloc aqua protect and a water-repellent surface resists water when mopping and when there are spills in common household quantities. The warranty does not cover damage caused by water to which detergents or other additives have been added or by other liquids. Furthermore, damages caused by the effect of moisture from the substrate or soil and from adjoining building components are excluded. The floor must not be installed in very humid areas, extremely dry areas or areas with extremely high temperature fluctuations. The guarantee does not apply to events that go beyond normal household use, such as standing water, leaks, flooding, structural damage or exposure to rain or snow when windows/doors are open. The surface of this product is water-resistant but not waterproof. Installation in wet areas, such as swimming pools, pool areas, saunas, rooms with built-in waste-water drains, showers or in areas where permanently recurring exposure to water is to be expected is not permitted. In case of heavy water accumulation which also gets under the product, rot and mould cannot be ruled out.

Wetness on the floor must be removed within the specified time. Expansion joints in damp rooms or in the area of washbasins and sinks, washing machines, dishwashers, refrigerators and freezers must be filled using a highly flexible PE round cord and sealed with an elastic, waterproof sanitary silicone according to the installation instructions. Skirting boards, profiles and door frames must be sealed along the wall and floor.

Cleaning with professional cleaning machines or steam cleaners is not approved.

All installation and cleaning instructions can be found on the product packaging or at: [www.classengroup.com/downloads](http://www.classengroup.com/downloads)

## 4 WARRANTY CONDITIONS

This warranty applies to all products of quality class I of Classen Holz Kontor GmbH manufactured after the date of issuance of these warranty conditions.

Second-hand products, special items or other laminate flooring sold at a discount and showing colour, gloss or texture differences to picture and sample materials are excluded from this warranty. This warranty provision applies exclusively to indoor installation and the associated climatic conditions for residential and office spaces. In commercially used rooms, the installation must be carried out by a commercial floor installer.

## 5 WARRANTY EXCLUSIONS

Warranty claims are excluded for damage caused by

- incorrect installation, use, storage or transport of the boards contrary to the specifications in the installation instructions and not using the accessory products approved or recommended by CLASSEN. Only underlays that meet the highest requirements of EN16354 are approved.
- Unsuitable underbody/surface preparation.
- The installation of obviously damaged goods.
- Any modification to the original boards.
- Normal wear and tear or minor signs of use in the form of micro-scratches.
- Due to pointed shoe heels, by moving furniture and/or by unsuitable chair castors or in the event of a change in gloss due to sand, gravel, scouring agents or glue.
- Impressions from pointed or sharp-edged objects or furniture feet.
- Falling household objects if they weigh more than 0.5 kg and the maximum drop height of 0.9 metres has been exceeded.
- The improper handling of the boards or as a result of use contrary to the intended purpose, accidents or misuse (damage caused by pets is considered misuse).
- The improper use of abrasives and improper care of the boards with unsuitable cleaning agents, scouring agents, soaps, waxes or polishes/oils contrary to the manufacturer's recommendations. Compliance with the cleaning and care instructions is a condition for the granting of the warranty service. The instructions should have been given to you by the dealer or publisher at the time of purchase, or you can obtain them from [www.classengroup.com](http://www.classengroup.com).
- Joint openings caused by improper installation, improper use or improper care or cleaning. Damage due to continuous and high temperature exposure of the boards.

- Any use of force.
- Impacts from furniture with castors, vacuum cleaners or cleaning equipment with rotating tapping brushes, toys or other objects.
- Repair attempts on one's own.
- Chemicals, embers, fire and burning.
- Hair dye, bleach and other colouring substances.
- Mixing of different product batches.

## 6 ASSERTION OF THE WARRANTY CLAIM

The warranty policy holder must submit a warranty claim with the following documents:

- Informative photos
- Original invoice with proven date of purchase, stamp of the supplier / dealer
- Installation instructions.

The warranty claim must be made in writing or by presenting the fully completed warranty card within 30 days of the occurrence of the defect

- either against the dealer from whom the floor was purchased
- or directly with CLASSEN Holz Kontor GmbH, Werner-von-Siemens-Str. 18–20, D-56759 Kaisersesch.

The warranty claim must be made during the corresponding warranty period.

The type and quantity of the product must be clearly stated on the original invoice. Without submission of the invoice, warranty service may be refused. In the error description, the production code must be stated; this can be found on the back of the floorboard in question.

Before acknowledging the complaint, CLASSEN reserves the right to inspect the affected floor on site or to have it inspected by a third party, to request photos of the affected boards and relevant surrounding situation or to produce them itself or to request the boards themselves for the inspection of the defect.

The warranty protection applies within the EU.

## 7 EXCLUSION OF LIABILITY

The warranty is non-transferable and is only available to the original purchaser as the consumer within the meaning of Sec. 13 BGB [German Civil Code]. It only applies to the initial installation. The original purchaser (consumer within the meaning of Sec. 13 BGB) must prove that he/she is the first purchaser with the corresponding proof of purchase.

All information from brochures, information sheets, advertising and marketing material along with statements made by sales representatives or dealers are general information and are not binding on CLASSEN. Sales representatives and dealers are not authorised to change the warranty.

Liability for consequential damages is excluded to the extent permitted by law.

If any provision of this warranty is or becomes invalid, this shall not affect the validity of the remaining provisions. There are no side agreements to this warranty and, like all amendments, they must be made in writing to be valid. All side agreements and amendments must be signed by a person authorised to represent CLASSEN.

German law shall apply. To the extent permitted by law, the area of jurisdiction is:

CLASSEN Holz Kontor GmbH, Werner-von-Siemens-Str. 18–20, D-56759 Kaisersesch

## 8 STATUTORY CONSUMER RIGHTS

This manufacturer's warranty does not limit the customer's statutory claims for defects against the dealer or manufacturer arising from the concluded purchase contract, which the consumer can claim without any charge.

This warranty commitment shall not affect any statutory warranty claims. In this respect, the manufacturer's warranty extends the legal position of the customer.

If the boards are defective, the customer can also contact his or her dealer within the framework of the statutory warranty, regardless of whether a warranty case exists or a warranty is claimed.

## 9 WARRANTY CARD

*(please complete and have ready if needed)*

**Name of the warranty policy holder:** \_\_\_\_\_

Street/No.: \_\_\_\_\_ Postcode/City: \_\_\_\_\_

Phone: \_\_\_\_\_ Country: \_\_\_\_\_

Type of use: \_\_\_\_\_ Product name: \_\_\_\_\_

Decorative finish/style: \_\_\_\_\_ Quantity in m<sup>2</sup>: \_\_\_\_\_

Item number: \_\_\_\_\_ Date of purchase: \_\_\_\_\_

Production code (back of board): \_\_\_\_\_

**Name of floor layer:** \_\_\_\_\_

Street/No.: \_\_\_\_\_ Postcode/City: \_\_\_\_\_

Phone: \_\_\_\_\_ Country: \_\_\_\_\_

**Dealer name:** \_\_\_\_\_

Street/No.: \_\_\_\_\_ Postcode/City: \_\_\_\_\_

Phone: \_\_\_\_\_ Country: \_\_\_\_\_