

## **EURONICS INDUSTRIES PVT. LTD.**

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### **PRODUCT WARRANTY CERTIFICATE**

**DEAR CUSTOMER,**

#### **THANKS FOR PURCHASING PRODUCTS FROM EURONICS**

The following Euronics products are warranted to be free from defects for a period of 1 year in workmanship and material under normal usage from the date of invoice for the periods set forth below.

#### **TERMS & CONDITIONS:**

Carpet tiles with PP face fiber are covered by a limited warranty against any manufacturing defect and excessive

- i. Surface wear
- ii. Edge ravel
- iii. Backing separation
- iv. Static electricity.

Additionally, the carpet tiles are warrant for use under commercial grade castor chairs. The castor chair warranty covers abrasive wear only and does not include pulls, cuts, pilling, shredding, matting, or damage arising from the use of damaged or improper castor wheels.

If a product fails to perform as warranted, the company will correct the problem in the affected area either by repair or (at its option) replacement with comparable product(s), at no extra charge. Liability of the company is limited to the actual repair or replacement of defective carpet and does not cover special, indirect, incidental, or consequential damages, including without limitation product removal and installation-related expenses.

PP carpet tiles carry a limited warranty and the liability is limited to repair or replacement as stated herein.

This limited warranty does not cover pile shading, pile crushing, tears, burns, cuts, pilling, pulls or other damage, deterioration, problems or loss caused by abuse, neglect, misuse, damage due to improper installation, improper use, improper maintenance and installation over irregular surfaces, use under damaged castor wheels, or use on stairs.

The company recommends installation from company appointed installers or company trained staff. This warranty does not cover any problems or damages related installation by third party vendors.

**EXCLUSIONS:** The warranties do not cover carpet that is:

- (i) Not installed in an indoor environment; or
- (ii) Not properly maintained (including routine professional cleaning)
- (iii) These warranties shall not apply to carpet which has been placed in storage for extended periods, exposed to temperature extremes, or bent or deformed.
- (iv) Additionally, these warranties do not cover damage arising from any use that is different from normal like (i) damage caused by chlorinated or any other solvent-based cleaning agents;(ii) damage caused by exposure to substances or contaminants which degrade or destroy color in carpet; (iii) damage caused by use of

inappropriate maintenance methods, (iv) damage caused by, sharp objects and the like; (v) damage caused by the installer or the workmanship of the installer; (vi) damage or staining caused by human stains, (v) damage or color change caused by grease, mud, asphalt, tar, paints, ink, rust, blood, cement, urine, feces, vomit, burns, pets, tears, cuts, pulls, shading or pile reversal fading, furniture depressions or athletic equipment, (vi) damage arising from the condition of the sub-floor (i.e. undue moisture), or (vii) damage from casualty events, including but not limited to smoke, fire, storm, flood, or other natural disasters or acts of God.

To claim under this warranty, you should first contact the company using the details below. Warranty claims must be made in writing to the company within a reasonable time from the discovery of the claimed warranted defect, but in no event later than 90 days from the time the claimed defect was discovered. Following notification, we will attend on site at our expense to determine whether the problem is one which is covered by this warranty. You will need to provide evidence of proof of purchase when we attend on site and must provide reasonable cooperation to facilitate the companies repair or replacement in the affected area should a covered condition exist. No person other than an officer of the company may authorize a waiver or modification of the terms of this warranty, which must be in writing and signed by that officer.

**CONTACT US**

Email: [service@euronics.co.in](mailto:service@euronics.co.in)

Call: 08010900300

