

Warranty Statement

Provided that the recommended treatment methods and application rates are adhered to and work is carried out on site according to the cleaning and maintenance program provided by Bona, Bona AB offers the following wear resistance guarantee on floors treated with Bona Pure / Bona Pure HD / Bona SuperSport Pure HD:

Starting from the date of completion of the surface sealing, the surface is guaranteed to last minimum number of years according to below schedule:

Class 21-23*	Light wear – Domestic environment	10 years
Class 32*	Moderate wear - Commercial environment, offices, salons, small shops, pure sport use,	5 years
Class 33-34*	High wear – Commercial environment such as airports, department stores, entrances, building open to the public., sportfloors with multi use,	3 years

**definition of wear resistance class and location according to EN 649:2011.*

If the floor is regularly serviced with a new coat of Bona Pure / Bona Pure HD / Bona SuperSport Pure HD according to the expected life expectancy described above, the warranty period starts anew after each revision.

The guarantee covers the normal wear and tear of the surface sealing of Bona Pure/ Bona Pure HD/ Bona SuperSport Pure HD. In the event that the surface sealing has been worn through, Bona will restore the surface to the level of the original renovation specification. A warranty claim is considered valid when the size of the worn through area exceeds 5% of the total floor surface in the affected room. "Wear through", originating from poor adhesion to the original surface, a consequence of poor preparation, is not covered by the warranty.

For the warranty to be valid it is required that:

- Products were used in accordance with Bona's Technical Datasheets for the relevant products.
- Bona's Warranty Registration Form is completed and sent to Bona.
- The end user of the floor is given and informed of the Bona care and maintenance instructions and these are observed.
- General good care principles should be observed such as pads on chairs and equipment, entrance matting should be in place and the wearing of sensible footwear should be observed, for example no Stilettos or steel studded boots.

WARRANTY EXCLUSIONS

This warranty specifically excludes any flooring that has been treated after renovation with any foreign agents, abnormal or negligent abuse, and surfaces exposed to hot substances or other abusive conditions. Specifically excluded from this warranty is crushing caused by heavy furniture and damage caused by tears, pulls, burns, wheel traffic, due to strong UV-light or athletic equipment. Also excluded is surface treatments in bathrooms, laundry rooms, stairs and outdoor areas. This warranty does not cover damage due to fire or due to flooding as a result of weather events or plumbing or appliance failure. Warranty is void if recommended care and routine maintenance processes are not observed and adhered to.

WARRANTY SERVICE

If you are unhappy with your Bona Pure/Pure HD/Bona SuperSport Pure HD treatment and wish to make a warranty claim, contact at first the company that performed the renovation. The executing company will file a claim on your behalf to Bona. You will need to provide this document together with a full description of your claim. Photographs of the location and the damage may also be required. Bona will inspect the flooring and investigate the validity of the claim. If the claim is considered valid, Bona will restore the surface of the affected area(s) in accordance with the original treatment specification. In order to avoid unnecessary damage and enlargement, the complaint must be reported within 10 working days of its occurrence, otherwise Bona reserves the right to reject it in principle.

The compensation from Bona is limited to the cost of a new surface sealing plus the labour costs of the renovating company for cleaning and restoring the surface. Bona AB is in no way responsible for other related costs that may arise due to the location being closed for renovation such as moving furniture, connecting and disconnecting equipment, loss of income or production.