Li&Co AG, Palü Daint Nr. 226, CH-7537 MÜSTAIR, Telefon +41 (0)81 850 38 38, Telefax +41 (0)81 850 38 39, info@lico.ch, www.lico.ch, Mwst.Nr.: CHE-104.103.444

CONDITIONS OF GUARANTEE
LICO CORK HOT COATING

Declaration of guarantee

The Li&Co AG, as a manufacturer of LICO CORK HOT COATING, grants a guarantee in addition to legal rights in accordance with the following conditions of guarantee. In the case of conventional use within residential and commercial areas, Li&Co AG guarantees the correctness of the product structure in terms of gluing and surface coating. Damages caused by inappropriate treatment and inappropriate use are not covered by the guarantee, inappropriate load, wear and tear on the floor, mechanical damages such as dents and faults, visual impairments such as joints and/or colour changes. Colour and structure differences between different planks can occur due to the material and are no reason for a complaint. Also excluded are damages due to inappropriate care, cleaning or maintenance of the surface and surface coating, chemical damages or damages because of moisture. The guarantee applies exclusively to first choice products used within indoor residential and commercial areas with a normal amount of strain. The general conditions of sales and business for Li&Co AG will apply.

Duration of guarantee

The guarantee for the finished floor product LICO CORK HOT COATING, lasts 15 years for residential domestic areas (class 23) and 5 years for commercial areas (class 32), starting from the respective date of purchase.

> Regarding the use of the floor after the respective date of purchase, the following percentages are deducted from the original price in the sense of a deduction "New for old" within the guarantee period:
>
> - For residential areas → 8 % per year
> - For commercial areas → 20 % per year

Conditions of guarantee

The floor has to been laid according to the laying instructions supplied with the product, in the areas of the indicated and permitted applications. The references in the laying guide regarding moisture examination of the under surfaces and the references regarding laying LICO CORK HOT COATING on underfloor heating must be considered. The floor has to be checked in daylight for possible defects and/or damages before laying. The floor care and cleaning also must be carried out according to the care instructions supplied with the product. Furthermore, it must be recognized that the surface coating is a protective layer for decor wear layer subjected to normal wear and tear. The wear and tear of the surface coating is not included in the guarantee. If signs of wear and tear appear, the surface has to be renewed professionally by a

Li&Co AG, Palü Daint Nr. 226, CH-7537 MÜSTAIR, Telefon +41 (0)81 850 38 38, Telefax +41 (0)81 850 38 39, info@lico.ch, www.lico.ch, Mwst.Nr.: CHE-104.103.444

specialized company in a timely manner and to the necessary extent. The guarantee does not cover damages resulting from inappropriate laying, inappropriate cleaning or care, damages resulting from a nonprofessional maintenance and or renewal of the surface coating.

Notification of complaints

Every complaint has to be made to Li&Co AG in writing form, submitting the original purchase invoice from the dealer/distributor, which is considered as the guarantee certificate. If the original invoice from the dealer/distributor cannot be submitted, the guarantee claim is explicitly excluded. After receiving the above-mentioned letter Li&Co AG shall declare within four weeks whether the claim is recognised or not. If no declaration is submitted within the four weeks, the claim is considered as rejected. During this period, Li&Co AG and/or any other authorised third party from Li&Co AG shall be entitled to access all areas where the claimed floor has been laid and to carry out every test/verification/check/audit as it deems appropriate to verify if the claim is covered by the guarantee. The claimant will provide Li&Co AG with all necessary documents and or samples for the above-mentioned verifications within two weeks after receiving such a request. If no or only partially documents/samples will be submitted to Li&Co AG within two weeks the guarantee claim is explicitly excluded.

Extent of guarantee

In the event of a recognised claim of guarantee, the faulty floorboard(s) will, at the discretion of Li&Co AG, be repaired or, alternatively, replaced with a new floorboard from the same product range insofar as it available for the affected surface where the claim arose. The replacement of the new floorboard(s) can be collected by the customer free of charge at the initial point of sale, under the condition of the exclusion of all further claims, in particular costs regarding dismantling and disposal, laying or subsequent costs, as well as compensations for damages which did not actually occur on the date of collection on the new floorboard(s).The recognised claim does not extend the period of guarantee. The claims arising from this guarantee fall under the statute of limitations in six months, beginning with the receipt of the written complaint of the customer by Li&Co AG, although no earlier than at the end of the guarantee period.