

## WARRANTY TERMS OF RUBBER TILES

### WARRANTY PERIOD

The warranty period starts from the moment the products leave for the buyer.  
The warranty continues for 24 months from the date of delivery of the products (according to the information on the invoice or shipment).

### WARRANTY NOTES

The seller guarantees the quality of the material and work of the rubber modules and agrees to replace the defective products if they have been used under normal operating conditions.

The seller's warranty only covers the replacement of defective modules, the warranty does not cover installation, transportation, or other indirect costs. The seller does not guarantee color compatibility when old modules are replaced with new ones within the warranty period.

The warranty period and conditions do not change from the original delivery, even if the products are replaced with new ones within the warranty period.

### THE WARRANTY DOES NOT COVER THE FOLLOWING ISSUES AND SITUATIONS

Natural disasters, including floods, earthquakes, tornadoes, hurricanes.

Misuse of products, negligence, various acts of damage such as vandalism, as well as various social unrest, civil disobedience, martial law, etc.

The warranty also does not cover situations where the products have been installed incompletely or the installation instructions have not been followed.

The rubber modules have been damaged during transport or storage, regardless of who loaded the goods. The products have not been paid in full.

Chemicals, corrosive substances or fuel oil (also similar products) have been used either directly or they have come from the air or they have been in contact with the rubber modules.

Product color difference or color changes.

The buyer does not use the products for their intended use or does not follow the installation or maintenance instructions.

Normal wear and tear of the products (rubber products can normally wear up to 6 mm per year)

If the products are placed in places with particularly heavy wear, such as under children's swings or slides, under game wheels or near the gates of fields.

Repairs or changes to rubber modules that have not been instructed by the seller.

The products have been stored for more than three months in the seller's packaging since receiving them. The buyer is unable to indicate the exact location where the modules to be replaced have been required to be delivered, or the products have not been installed before the warranty period expires.

In no case shall the seller be liable to the buyer or any third party for damages caused indirectly, as derivative effects, or as a result of sudden damages or incompetence in using the products correctly.

#### COMPLAINT PROCEDURE REGARDING THE WARRANTY

Regarding the possible warranty procedure, it should be noted that the buyer has an obligation to prove the product's defect. The buyer must be able to demonstrate within the warranty period that the product is defective and the complaint is justified. If the exact time of deterioration of the product or products cannot be shown, it will be considered warranty processing begins upon receipt of the complaint.

Starting the warranty procedure requires that the buyer must submit a written complaint to the seller, stating at least the possible cause and purpose of the warranty within 14 days of discovering the defect, including deficiencies.

The buyer must send photos of the damaged modules to the seller either by e-mail or fax, after receiving the material in question, the seller is obliged to respond to the warranty claim within 14 days after receiving the claim.

If necessary, the buyer must guarantee the seller the opportunity to get to know the defective products on site, so that the seller can get a closer look at the products under a possible warranty, or the buyer must send the seller models of the damaged modules. The seller's sole responsibility is to send a reply to the buyer, if the warranty claim is justified, the replacement modules within 60 days.