**Terms and Conditions for Vented Floor Tiles**

Thank you for choosing A -GRIP® Vented Floor Tiles. To maximize the durability and performance of your tiles, please carefully review and adhere to the following terms and conditions:

# **Limited lifetime warranty**

**Warranty Coverage Information**

A -GRIP® guarantees that the Covered Products listed below\* are free from defects in materials and workmanship for the product's lifetime, starting from the date of original purchase and installation, provided the product is installed, used, and maintained according to A -GRIP® guidelines. This warranty is valid exclusively for the original purchaser, who must provide the original purchase receipt and box labels. A -GRIP® will, at no cost, repair or replace any part found to be defective in material or workmanship.

While A -GRIP® will cover all expenses related to repairing or replacing defective product/tile(s) under this warranty, the following costs are the responsibility of you, the Buyer: transportation of the product to A-GRIP ®, as well as the removal and reinstallation of the product. This warranty applies solely to the repair or replacement of the product itself and does not cover fitting.

**Proper Installation**

* These tiles must be installed on surfaces with a gradient of no more than 10 degrees. Installing tiles on surfaces exceeding this gradient may result in compromised performance, safety hazards, and voiding of the warranty. A -GRIP® Vented Floor Tiles are not suitable for installation on steps or staircases. Step installation may cause safety risks and invalidate the warranty.
* Tiles must be installed on clean, level, and stable surfaces. Uneven or unstable installations may lead to tile damage and are not covered by the warranty.
* Edgings **must be installed** at all entry and exit points (e.g., doorways) to reduce the risk of tripping.
* **Screw-down edgings** are required if the tiles do not cover the full floor area, in order to keep the tiles securely in place.
* The customer must inspect tiles for defects before and during installation. Tiles installed despite visible defects are excluded from warranty coverage.

**2. Usage Restrictions**

**Stiletto Heels**: These tiles are not designed to withstand the concentrated pressure of stiletto heels. Using stiletto heels on the tiles may cause punctures or surface damage, which is not covered under warranty.

**3. Cleaning and Maintenance**

**Customer Responsibility**: Cleaning and maintenance are the sole responsibility of the customer. Proper care is essential to preserve the tiles' appearance and performance. **Cleaning Guidelines**:

* Clean tiles regularly with mild detergents and soft brushes or cloths. Avoid abrasive cleaning tools or harsh chemicals.
* Sweep or vacuum frequently to remove debris that could cause wear.
* Wipe up spills immediately to prevent staining or damage.

**Warranty Exclusions**

This warranty does not cover:

* Damage caused by improper handling, shipping, accidents, misuse, abuse, fire, flooding, improper installation, natural disasters, neglect, corrosion, modifications, mishandling or acts of God.
* Cosmetic issues, such as stains or discoloration, that do not affect the product's functionality or structural integrity.
* Damage to surfaces caused by chemical reactions.
* Damage from improper use, including but not limited to burns, cuts, scratches, scuffs, punctures, or indentations.
* Damage due to prolonged direct sunlight exposure.
* Damage resulting from excessive moisture, alkaline substances, or hydrostatic pressure from the subfloor.
* Damage caused by improper installation practices.
* Damage resulting from failure to follow proper cleaning, maintenance, and care instructions is excluded from the warranty.
* The warranty does not cover damage caused by exposure to extreme environmental conditions, such as severe temperature fluctuations, excessive humidity, or water seepage.
* This warranty applies only to the original purchaser and cannot be transferred to subsequent owners or users.
* It is the buyer's responsibility to inspect A -GRIP® flooring for defects before and during installation. Products installed despite visible defects are excluded from this warranty.
* Warranty claims must be accompanied by the original purchase receipt and product labels. Claims without these documents will not be processed.

**5. General Conditions**

. **Compliance with Specifications**: Failure to comply with these terms and the product specifications will void the warranty. **Applicable Law**: These terms and conditions are governed by the laws of the region in which the product was purchased.

**6.Legal terms and conditions**

*If the account goes 90 days overdue , a 7 days notice will be issued and an administrative charge of 500 euro will be applied to your account plus any legal collection costs.*

A retrospective 1.5% monthly interest charge will be charged to any account that is not paid within 60 days from end of month of invoice.

#### By using or installing A -GRIP® Vented Floor Tiles, you acknowledge and agree to these terms and conditions. For questions or assistance, please contact our customer support team.