COMMERCIAL DURABILITY MANUFACTURER'S GUARANTEE

CORK WALL COVERINGS

1. COMMERCIAL DURABILITY GUARANTEE

GRANORTE – Revestimentos de Cortiça, Lda. ("GRANORTE") provides this Commercial Durability Guarantee directly as the producer for the DELIVERING NATURE cork wall covering products identified in the table below.
GRANORTE guarantees that, under normal residential or commercial use and subject to the terms and conditions set out in this document the wall covering products will be free from manufacturing and structural defects for a period indicated below.
This Commercial Durability Guarantee is provided in addition to, and does not affect, restrict or replace, any statutory rights and remedies to which the purchaser or consumer may be entitled under applicable law.
The Commercial Durability Guarantee applies for the period indicated below, commencing on the date of purchase shown on the original purchase invoice.

2. PRODUCTS AND GUARANTEE PERIODS

PRODUCT LINE	STRUCTURE	FINISH	APPLICATION	GUARANTEE PERIOD
DECODALLE	Veneered Cork Composite	PARAWAX	Interior Walls	15 years
WABI / MAT	Veneered Cork Composite	CORKGUARD®		
CARIOCA	Veneered Cork Composite	AQUADUR		
STORYWALL	Solid Agglomerated Cork	CORKGUARD®		
MODULAR	Solid Agglomerated Cork	CORKGUARD®		
TATAMI	Solid Agglomerated Cork	CORKGUARD®		
BEBOP	Solid Agglomerated Cork	CORKGUARD®		
3DFORMS	Solid Agglomerated Cork	CORKGUARD®		
RUSTICORK	Natural Cork	NATURAL		

The applicable guarantee period is determined by the product and the actual application in which the product has been installed.

3. WHAT IS COVERED

GRANORTE guarantees that all wall products covered by this document are free from manufacturing and structural defects that materially affect their intended decorative and structural function, cohesion and performance.
Normal changes in appearance resulting from standard environmental exposure or normal use do not constitute manufacturing or structural defects. The following are therefore not covered under this guarantee:

- Normal differences or variations in colour, shade, structure, or texture inherent to natural cork;
- Superficial marks, scuffs, or micro-scratches resulting from everyday use;
- Gradual colour changes or fading resulting from natural exposure to sunlight or ambient lighting;
- Other purely aesthetic changes that do not compromise the structural cohesion or integrity of the product.

4. VALIDITY OF THE GUARANTEE

This Commercial Durability Guarantee is valid:

- from the date of purchase stated on the original purchase invoice;
- for the original purchaser or consumer, subject to applicable mandatory law;
- for the applicable product and application identified in Section 2;
- for wall coverings installed in full compliance with GRANORTE's applicable installation instructions and adhesive recommendations;
- where the wall coverings have been properly cleaned, maintained, and cared for throughout their service life.

Unless otherwise expressly approved by GRANORTE in writing, the guarantee does not apply to wet or permanently damp areas, including shower enclosures, bathrooms, saunas or similar high-moisture environments.

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5. INSTALLATION, CLEANING AND MAINTENANCE

The validity of this Commercial Durability Guarantee is conditional upon compliance with GRANORTE's applicable installation, cleaning and maintenance recommendations.
The product must be installed:

- on a suitable, clean, dry, flat and properly prepared support/wall substrate;
- using appropriate adhesives, installation materials and methods recommended by GRANORTE;
- in accordance with all applicable requirements relating to moisture, humidity, temperature, expansion and other installation conditions.

The wall coverings must be cleaned and maintained using suitable non-abrasive products and procedures in accordance with GRANORTE's guidance. Failure to comply with applicable installation, cleaning, or maintenance requirements may invalidate the guarantee to the extent that such failure caused or contributed to the claimed defect.

6. EXCLUSIONS

This Commercial Durability Guarantee does not cover defects, damage or failure resulting from causes other than manufacturing or structural defects.
The following are expressly excluded, to the extent permitted by applicable law, where they are not caused by a manufacturing defect or otherwise covered by the statutory legal rights of the consumer:

6.1 Substrate and Installation

- damage caused by transportation after delivery to the purchaser;
- defects or damage not related to the manufacturing process;
- inadequate product selection for the intended application;
- expansion, contraction or dimensional changes resulting from environmental or wall conditions;
- improper installation or installation not carried out in accordance with GRANORTE's recommendations;
- inadequate, defective, damp, or improperly prepared wall supports/substrates;
- use of unapproved or unsuitable adhesives or primers;
- labour associated with material installed with obvious and detectable visual defects that were apparent prior to installation.

6.2 Appearance and Natural Characteristics
The guarantee does not cover:

- normal differences in colour, shade, grain, gloss or texture;
- variations between samples, photographs, batches, or replacement tiles;
- natural characteristics of cork, including inherent variations in texture, shade, density, and structure;
- fading or shade changes caused by direct exposure to sunlight, light sources or other normal environmental exposure;
- visual or aesthetic impairments, such as superficial scratches, minor gaps, or surface indentations that do not affect the structural integrity of the wall tile.

6.3 Improper Use, Maintenance or External Causes
The guarantee does not cover damage resulting from:

- improper storage or handling;
- improper, inadequate, or aggressive cleaning agents or techniques;
- unauthorized modifications, surface treatments, coatings, or alterations;
- excessive heat, cold, dryness, or moisture (such as ambient relative humidity sustained above 70% or below 30%);
- water damage, wall moisture penetration, rising dampness, leaky plumbing, condensation, mould, or mildew;
- stains, chemical exposure, gouges, punctures, cuts, tears, burns, insect infestation, impact damage, abuse, or misuse;
- fire, flood, act of nature, or force majeure events outside GRANORTE's reasonable control.

7. HOW TO MAKE A CLAIM

A claim under this Commercial Durability Guarantee should be submitted as soon as reasonably practicable after the defect becomes apparent.
The claim should be made through the retailer or distributor from whom the flooring was purchased, unless applicable mandatory law provides otherwise or GRANORTE has established a different direct claim procedure.
The claimant must provide reasonable evidence of the purchase, including:

- the original purchase invoice or other valid proof of purchase;
- the product identification and the quantity concerned;
- the installation address or location;

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- a detailed description of the alleged defect accompanied by photographs or other evidence reasonably required to assess the claim;
- where relevant, information regarding wall preparation, adhesive used, and environmental conditions.

GRANORTE reserves the right to inspect the affected wall covering and the installation site, directly or through an authorised representative, before determining whether the claim is covered by this guarantee.

8. IMPLEMENTATION OF THE COMMERCIAL DURABILITY GUARANTEE

Where GRANORTE determines that a claim is covered by this Commercial Durability Guarantee, GRANORTE shall provide the applicable remedy in accordance with this document and applicable mandatory law.

8.1 Remedy Selection
Depending on the nature, severity, and specific circumstances of the covered defect, GRANORTE shall fulfil its obligations under this guarantee by providing one of the following remedies:

- Localised Repair or Refinishing: Where technically feasible and appropriate to restore the guaranteed functional performance, and aesthetic appearance, GRANORTE may repair or refinish the affected area.
- Product Replacement: Where repair or refinishing is not technically feasible or would not provide an effective remedy, GRANORTE shall supply replacement wall covering material, using a pro-rata coverage schedule according to the table below:

ELAPSED TIME FROM PURCHASE	GUARANTEE COVERAGE	REMOVAL & INSTALLATION COSTS
0 – 2 Years *	100% Replacement Product	Included
> 2 – 5 Years	75% Replacement Product	Excluded
> 5 – 10 Years	50% Replacement Product	Excluded
> 10 – 15 Years	25% Replacement Product	Excluded

** Note: The 0–2 years period corresponds to the mandatory statutory legal guarantee period under applicable EU and national consumer law. Where applicable national law provides a longer mandatory statutory guarantee period, the full statutory remedies shall apply throughout that statutory period.*

8.2 Supply of Replacement Material
Where replacement is appropriate, GRANORTE will, where reasonably possible, provide replacement wall coverings of the same product line, design, and coloration as the original product. If the original product line or design is no longer available, GRANORTE shall supply a replacement wall covering product of equivalent technical characteristics, quality, and value, subject always to applicable mandatory legal requirements.

8.3 Extent of Coverage and Partial Replacement
The Commercial Durability Guarantee applies strictly to the specific tiles, panels, or rolls affected by the covered structural defect. This guarantee does not create an obligation to replace, refinish, or re-install an entire wall or complete room installation where only a portion of the installation is affected, unless partial replacement is proven technically unfeasible or full replacement is required by mandatory law.

8.4 Statutory Legal Guarantee Alignment
During the initial statutory legal guarantee period provided by applicable national law (minimum 2 years from delivery), all statutory consumer remedies for lack of conformity - including repair, replacement, and associated labour or installation costs - shall be provided completely free of charge in accordance with mandatory legal rights. Where mandatory law provides rights or remedies more favourable to the consumer than those stated in this document, such mandatory provisions shall prevail.

9. LIMITATION OF THE GUARANTEE

This Commercial Durability Guarantee applies only to the specific defects and performance characteristics expressly described in this document. It does not constitute a guarantee that the wall covering will remain free from every possible form of deterioration, cosmetic change, normal aging or damage throughout the guarantee period.
Nothing in this document shall be interpreted as limiting or excluding any statutory right, remedy or protection that cannot lawfully be excluded or limited.

10. STATUTORY CONSUMER RIGHTS

This Commercial Durability Guarantee is provided in addition to the consumer's statutory rights.
The consumer is entitled by law to statutory remedies from the seller, free of charge, in the event of a lack of conformity

of the goods. Those statutory rights are not affected by this Commercial Durability Guarantee.
The existence, duration or terms of this Commercial Durability Guarantee do not reduce, replace or otherwise prejudice any mandatory statutory rights or remedies available to the consumer under applicable national or European Union law.

11. TRANSFER OF RIGHTS

Where permitted or required by applicable law, the rights arising from this Commercial Durability Guarantee shall follow the product and may be exercised by a subsequent purchaser or owner of the wall covering.

12. NO EXCLUSION OF MANDATORY LIABILITY

Nothing in this Commercial Durability Guarantee shall exclude or limit GRANORTE's liability where such exclusion or limitation is prohibited by applicable law.

13. CONSEQUENTIAL OR INDIRECT DAMAGE

To the extent permitted by applicable law, GRANORTE shall not be liable under this Commercial Durability Guarantee for indirect, incidental, special or consequential losses that are not part of the remedy required to repair or replace the defective goods.
This limitation does not apply where such limitation is prohibited by applicable mandatory law.

14. APPLICABLE LAW

This Commercial Durability Guarantee shall be interpreted in accordance with the applicable law.
Where the purchaser or consumer benefits from mandatory consumer protection provisions of the country in which the goods are sold or where the consumer is habitually resident, such mandatory provisions shall prevail over any conflicting provision of this Commercial Durability Guarantee.

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ANNEX I

Harmonised label for the commercial guarantee of durability (EU GARAN label)



















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