

Warranty Certificate

Dear respected clients,

Thank you very much for trusting ENLIO products.

In order to guarantee quality, keep clear of quality responsibilities and rights, and assure a long-term strategic and friendly cooperation between both parties, Enlio makes following guarantees and statements:

Chapter 1. Performance warranty During the warranty period, Enlio products enjoy stable quality and function, on the condition of normal use and in the absence of force majeure and human error.

1. Enlio Floor should meet the statutory quality standards. It is held responsible for product quality, and shall provide official test reports when necessary.
2. During warranty period, Enlio will be requested to provide all necessary technical and necessary on-site supports in case of any **buckling, swelling, cracking** occur caused by itself under normal usage situation.
3. Warranty period: Following Court Mat enjoy particular guarantee service after cargoes arrived at destination port, namely **start from ETA date**.

Material	Model No.	Warranty Years
Homogeneous	Puenie	15
Heterogeneous Floor	Finequin	10
SPC	SPC	15
Laminate	Laminate	15

Chapter 2. Warranty responsibilities statement

1. Enlio shall be held responsible for costs that are no more than previous related order volumes.
2. Enlio provides warranty to recommendation uses only. For example, When it is recommended for residence applications, the customer lays it on a shopping mall. If in that way, Enlio won't provide matching after-sales service.
3. The warranty is restricted to Enlio floor only. For example Enlio products is requested to lay on hard and even surfacing, if the base is on the contrary way around, Enlio shall be not be held responsible for any losses caused thereof.

Chapter 3. The explanation on force majeure and humane error. The following causes to wear and fractures are defined to be force majeure and human error, and Enlio floor shall be exempt from these occasions:

1. The wear or fracture caused by uneven base or grounds conditions.
2. The damages caused by fire or cutting.
3. The damages caused by customer abuse or carelessness.
4. The damages caused by improper repair, cleaning or maintaining methods.
5. The damages caused by force majeure environmental events.
6. The damages caused by normal abrasion or fracture. Attention: Wear and abrasion happen with the passage of time.

Chapter 4. The explanation to responsibility assurance

1. Enlio will not handle the cost caused by product tests and inspections from customers' side, so customers need to check the quality as soon as receiving the products themselves. The written report needs to be provided within 30 days if there are any quality issues. Otherwise, the products will be regarded as qualified and Enlio will not be held responsible for any losses hereafter.
2. In case of any product defects, written files should be submitted to Enlio in time. It shall cover the following aspects: contract, invoice, PO number, delivery date and the detailed explanation of product defects, samples of defected goods, installation date, name of the installation company, and at least 3 high definition pictures of the defected goods from different angles.

Thanks for your trust Enlio Floor again.

Shijiazhuang Enlio Imp.&Exp. Trading Co., Ltd

