



Como Warranty

- Como RIVER - Residential Lifetime | Limited Light Commercial 5/10 Years
- Como MOUNTAIN - Residential Lifetime | Limited Commercial 5/10 Years
- Como FIRE - Residential Lifetime | Limited Commercial 5/10 Years
- Como BONSAI - Residential Lifetime | Limited Commercial 5/10 Years
- Como MINERAL - Residential Lifetime | Limited Commercial 5/10 Years
- Como DESERT - Residential Lifetime | Limited Commercial 5/10 Years
- Como NUMI SPC - Residential Lifetime | Limited Light Commercial 5/10 Years
- Como VOLCANO SPC - Residential Lifetime | Limited Light Commercial 5/10 Years
- Como ROYAL SPC - Residential Lifetime | Limited Light Commercial 5/10 Years

IMPORTANT NOTE:

Our Como flooring products come with a Lifetime Structural (Residential) Warranty/Lifetime Residential Finish Manufacturer Warranty/ 5-10 Year Limited Commercial Finish Warranty. The warranty is not transferable and applies to the original purchaser of the product only, and the warranty also guarantees that the surface will not peel off or wear-through for the duration of the installation. Once the product is installed this confirms acceptance of the product, failure to follow Pre-Installation and installation guidelines will void the manufacturer's warranty. The warranty does not cover damage from improper care, use, installation or maintenance, including excessive water damage, denting, scratching, fading, staining or telegraphing. Please review our warranty coverage information for specifics terms and conditions on our product.

Please retain a copy of your invoice as proof of purchase and warranty.

Residential

Residential Areas are areas of use defined as domestic home environments with light to moderate foot traffic, light point loads and lack of rolling traffic.

Light Commercial

Light Commercial Areas are areas of use defined as environments with light to moderate foot traffic, light point loads and lack of rolling traffic. Light commercial areas also include those with no heavy chemicals, acids, greases or other such contaminants.

Commercial

Commercial Areas are areas of use with floors subjected to moderate static and dynamic loads, caster use, moderate point loads and moderate to heavy traffic. Portable furnishings with casters, rests and wheels that concentrate the weight of the appliance/equipment are very damaging to resilient flooring. This does not include environments with heavy chemicals, acids, greases (including food and cooking) or other such contaminants

Products

Como warrants all its floor products to be free from manufacturing defects for lifetime residential and five (5) years light/commercial from the date of purchase. The light/commercial warranty is extendable to ten (10) years should it be registered with Como and the recommended Como installation and maintenance systems be followed.

Workmanship

Como does not warrant installers workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Como floors should be professionally installed by contractors or





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installers who have demonstrated expertise in installing this format of flooring. Contractor or installer should carefully inspect the product(s) before installation for any visual manufacturing, colour or dimension defects. We accept no responsibility where a product with visible defects has been installed.

How to claim on this warranty

Should you observe defects during the warranty period, please contact your installer / retailer for advice. If you wish to make a claim, please ask them to initiate your formal claims process by completing our online claim form. Responses will be provided within a maximum of 72hrs after submission. Once submission has been reviewed we may request further information or require a site visit for final determination if cause is unclear, this may involve removing samples for technical analysis. Terms (prior to installation)

Any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet our specifications will be replaced.

Installation in accordance with Como Installation and maintenance instructions:

Within One (1) Year of purchase: If a defect covered by this warranty is reported to Como in writing within one (1) year of purchase, Como will replace/repair at its discretion the defective product including reasonable labour charges for installation. Como will replace it with similar quality first grade material or repair the defect. The replaced or repaired material is warranted for the time then remaining under the original warranty.

Within Two (2) Years of purchase: If a defect covered by this warranty is reported to Como in writing within two (2) years of purchase, Como will replace/repair at its discretion the defective product and pay 50% of a reasonable labour charge for installation. Como will replace it with similar quality first grade material or repair the defect. The replaced or repaired material is warranted for the time then remaining under the original warranty.

After Two (2) Years of purchase: If a defect covered by this warranty is reported to Como in writing after two (2) years but within ten (10) years of purchase, Como will replace or repair at its discretion the defective material only (excluding cost of installation).

Otherwise:

Within five (5) years of purchase: Installation is not according to Como installation instructions, if a defect covered by this warranty is reported to Como in writing within five (5) years of purchase, Como will replace or repair at its discretion defective material only (excluding cost of installation).

Como will not pay labour costs to replace or repair material with defects that were apparent before or at time of installation.

Conditions (This warranty does not apply for the following conditions)

- Any person other than yourself as the ultimate purchaser of the flooring at the time of the installation. This warranty is not transferable.
- Como flooring products with obvious defects or of inferior quality that would reasonably have been identified by examinations before the sale which were drawn to the purchaser's attention before the sale.
- Improper shipment, delivery or storage



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- *Product not installed in accordance with applicable local government or building construction codes or standards (SANS 10070), or contrary to Como installation instructions for the particular product. Concerns relating to quality of installation should be addressed to the contractor or retailer that installed the product.*
- *Failure of Como flooring product due to structural or general defects in the building, deficiencies related to subfloor/floor joist assemblies, subfloor/substrate preparation materials and fastener's including but not limited to, uneven subfloor surfaces, unevenness or movement of the subfloor/substrate, deflection or voids in the subfloor/substrate or flooring laid in an inappropriate location. Flooring not cleaned in accordance with Como's recommended cleaning or maintenance procedures or where you otherwise fail to take reasonable steps to prevent the flooring from becoming of unacceptable quality.*
- *Normal wear and tear. Changes in colour due to exposure to sunlight, age and reactive products stored thereon.*
- *Exposure to abnormally corrosive conditions, excessive heat, moisture or dampness, acids, alkalis, animal urine, pebbles, sand, or other abrasives or hydrostatic pressure.*
- *Floors damaged or adhesive breakdown caused by subfloors/substrate moisture or water damage.*
- *Improper usage / misuse / abuse over and above normal wear and tear or improper loading including burns, cuts, tears, scratches from high heels, spiked shoes, pets, rolling loads, or chairs or other furniture not using suitable and properly maintained floor protectors.*
- *Improper maintenance, dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.*
- *Minor difference in colour or pattern between samples or photographs and the actual material.*
- *Acts of God/force majeure, acts of terrorism, damage caused by vermin, insect infestation, fire, flood or any other act or circumstance beyond Como's reasonable control.*

There is no warrant beyond this expressed warranty. All other warranties, including warranties of merchantability or fitness for a particular purpose, are excluded. Como excludes any liability for the lost profits or any other indirect, special or consequential damages. The remedies contained herein are the only remedies available for breach of this warranty.



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