



## LIMITED WARRANTY 有限质保条款

Knight Industries Premium Flooring tiles (the “Product”) are guaranteed to be free from wear through due to normal use in light industrial and commercial applications for fifteen (15) years from the date of sale. “Wear through” is defined as tile that has worn to the point that you can see through to the sub floor. Should the tiles experience wear through it is the owner’s/end-user’s responsibility to contact [FULL NAME OF THE COMPANY] (the “Company”) within thirty (30) days of the discovery of the wear through defect. Failure to properly maintain the Product will void this warranty (see instructions).

耐德特性地板（“产品”）的质保范围是指：对从购买之日起算的十五（15）年内在轻工业和商业场所正常使用所造成的磨穿进行保修。“磨穿”具体是指地板被磨穿孔并能看到底层地板。所有权人/最终用户有责任在发现磨穿时起三十（30）天之内联系丽杰特性地材（苏州）有限公司（以下所指“公司”）进行处理。由于对产品的不当维护所造成的损伤不适用该质保条款（见说明）。

This warranty does not cover dissatisfaction or problems due to:  
该质保条款不包括以下原因引起的损坏或问题：

- a) improper installations and/or improper maintenance;  
a) 不正当的安装和/或维护；
- b) fading due to sunlight;  
b) 日晒造成的退色；
- c) shading (color variation) of individual pieces due to natural quartz variations;  
c) 石英砂的天然色差所造成的个别地板的色差；
- d) use of harsh and acidic chemicals and abrasive chemicals;  
d) 使用粗糙的、酸性的以及有磨损性的化学物质；
- e) water spotting, harsh chemicals, petroleum adhesives or floor sealants or abuse;  
e) 水斑，有害化学物质、石油粘合剂或对地板密封剂的使用或滥用；
- f) color variation between samples and/or printed illustrations and actual Product;  
f) 实际产品与样品和/或宣传册之间的色差；
- g) wear or Product degradation resulting from unusual use or the installation environment;  
g) 不正常使用或不适当的安装环境所造成的磨损或产品退化；
- h) excessive moisture, vapor, hydrostatic pressure, or alkali in concrete sub floors.  
h) 过度的潮湿、水汽、水压或混凝土底板上有碱性物质；
- i) water damage, including but not limited to water damage caused by flooding, standing water or leaking pipes and appliances.  
i) 因水所造成的损毁，包括但不限于因淹水、积水、或水管及器具漏水所造成的损毁。

The warranty is limited to the replacement of the Products which are shown to be defective. All other warranties are disclaimed from the Company and the owner/end-user agrees not to advance any claim for any other measure of damage or loss. The Company shall not be liable for installation, disassembly, removal, disposal, return shipping, or other similar costs of the Product.

本质保条款仅限于对有缺陷的产品进行更换的情况下适用。公司免于所有其他保证条款项下的责任并且地板的所有权人/最终用户同意不对其他任何形式的损坏或损失提出任何索赔。公司不承担产品的安装、拆卸、搬运、处置、退运或其他类似的费用。

The warranty does not cover damage to the Product or installation during or after delivery due to: (a) exposure to solvents, acids, or other harmful chemicals; (b) acts of negligence, misuse, or willful or accidental external influences including, but not limited to, vandalism, riot, or acts of war, cuts, gouges, punctures, stains, scratches, sharp objects and the like, cigarette or other burning agents, or discoloration caused by adhesive, maintenance materials, or tracking residue from other surfaces, or any other improper misuse of, or neglect, or accident in connection with the Product or damage to the Product from narrow tipped heels.

本质保条款不包括在交付过程中或交付以后因以下原因对产品或安装所造成的损伤：(a)接触到溶剂、酸或其它有害化学物质；(b)因疏忽大意、错用、故意或意外发生的外界因素包括但不限于：故意的破坏、暴乱、战争、切割、凿挖、打孔、污渍、擦刮、尖利或类似器具、香烟或其他易燃物、因使用胶水或保养物料所引致的退色、来自其他物体表面的遗留物痕迹、任何其他不正确的使用、疏忽或与产品有关的意外事件或细鞋跟对产品所造成的损伤。

The Company shall not be liable under this limited warranty for the Product whatsoever unless all of the following conditions are satisfied:

除非满足以下所有条件，否则公司对产品将不承担本质保条款项下的责任：

- The Company is notified in writing within thirty (30) days of any occurrence which might give rise to a claim;
- 可能引起索赔的任何产品问题发生后的三十（30）天内，公司收到书面通知；
- The owner/end-user of the Product has obtained written authorization from the Company to make repairs which may affect the integrity of the Product;
- 产品的所有权人/最终用户已取得公司的书面授权同意其进行对产品的完整性有影响的修理；
- The Company is first permitted to inspect the allegedly defective Product;
- 公司在最初就被允许检查声称有缺陷的产品；
- The Product is installed according to the written instructions provided by the Company and used only as intended by the Company.
- 按照公司的说明书安装产品并按照公司指定的方法使用产品。

If, after inspection, the Company determines that there has been a wear through defect in the Product within the fifteen (15) year period described in the first paragraph, the liability of the Company and the remedy of the owner/end-user shall be limited, at the sole option of the Company to either: (a) delivery of repair or replacement material for the impacted area, or (b)

credit to be applied towards the purchase of new material. The value of either remedy shall be pro-rated upon the remaining months of unexpired warranty as determined by the Company. The maximum pro-rated value of either remedy shall in no case exceed the original purchase price.

如果在核查之后，公司认定产品确有符合在第一段落中所描述的十五（15）年期间内磨穿的情况，公司将对所有权人/最终用户承担有限的责任和补偿，公司有权选择以下任一方式进行补偿：(a)对受影响的部分进行修理或更换；或(b)在订购新产品时扣除相应补偿。公司将根据质保期间内剩余的月份按比例分配两种补偿方式的价值。无论采取哪种补偿方式，其最高按比例分配的价值不超过原来的购买价格。

#### **LIMITATION OF WARRANTY:**

##### **质保责任限制:**

**1. THERE IS NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NOR ANY OTHER WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.**

1. 本质保条款不含任何对适销性或适用于特定用途的保证，也不包含任何其他超出本质保条款所明示的质保范围的保证责任。

**2. THE COMPANY SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES.**

2. 公司不承担任何附带的、附随的或其他的损害。

**3. THE REMEDIES STATED HEREIN ARE THE SOLE AND EXCLUSIVE REMEDIES FOR ANY CLAIM OR DAMAGES.**

3. 本质保条款所规定的补偿是对任何索赔或损害单独且唯一的补偿。

**4. NO AGENT OR REPRESENTATIVE OF THE COMPANY HAS ANY EXPRESS OR IMPLIED AUTHORITY TO MAKE ANY REPRESENTATION, PROMISE OR GUARANTEE NOT STATED HEREIN.**

4. 公司没有任何代理商或代表被明示或默示授权作出本质保条款以外的任何陈述、承诺或保证。

#### **Disclaimers:**

##### **免责:**

- Quartz as with any natural product can vary. Variations in color and tone are not a defect.
- 石英砂作为天然原料自身存在差异。颜色和色调上的差异不属于瑕疵。
- Instructions have been prepared to assist purchasers of the Product in the recommended installation procedure. The installation instructions represent a typical installation work procedure and the information contained herein is believed to be reliable. However, every site is different and the Company does not claim to have covered all possible installation circumstances in these instructions. Please contact a qualified and experienced flooring professional to assist with any particular installation procedure.
- 在推荐的安装程序中，公司已经向产品的购买者提供了说明书。安装说明书上描述了典型的安装工作程序并且其所包含的信息是可靠的。但是，由于安装环境存在差

异并且在该说明书中公司并没有宣称该安装程序适用于所有的环境，故请联系有相关资质和经验的地板专业安装人员为任何特殊的安装程序提供协助。

- The Product materials are not to be used in any manner or for any purpose not expressly identified by the Company.
- 产品的材料不能以公司未明确声明的任何方式被使用或被用于公司未明确声明的任何目的。

**Contact us at: [www.kqflooring.com](http://www.kqflooring.com) or 021-63759388**

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