

# 15 years

## Guarantee Certificate \*\* Sample Only \*\*

Project [Project]  
Address [Address]  
City [City]  
Country New Zealand  
Client Heritage Carpets New Zealand

**Supported by the official test regimes and our own internal inspection, modulyss NV (“modulyss”) guarantees for a period of 15 years as from [Date] (date delivery) that our carpet tiles are free of faults of production and/or premature wear.**

This guarantee covers:

- Visible defects, observed before placing the carpet tiles.
- Hidden defects, reported to modulyss during the period of guarantee.

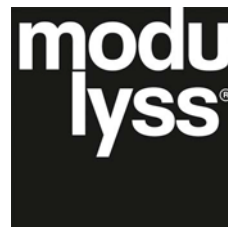
The guarantee is only valid if the carpet tiles are used under normal circumstances (correctly installed and maintained) and when the product information on the sample cards and the following points are taken into consideration:

- By choosing the carpet tiles, you must bear in mind the application and intensity of usage, as indicated on the sample card.
- The subfloor must be flat, clean, grease-free, chip-proof and impact-proof and dry.

For optimal results, a correct installation and a regular cleaning of the carpet tiles are required. The carpet tiles must be installed in accordance with the modulyss installation guidelines and must be cleaned and maintained in accordance with the modulyss cleaning recommendations.(\*)

If it is ascertained that the carpet tiles are not cleaned in an appropriate way, modulyss cannot be held accountable for any damages. Moreover, this will result in the loss of the company’s 15-year warranty coverage.

bound to be modular



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COF-F145.02 29/03/2010

All transport, stocking and handling damage is excluded from the guarantee. This guarantee certificate does not cover external causes such as abuse, bad maintenance, fire (cigarette ends).

modulyss will repair or replace the carpet tiles delivered, when the carpet tiles show faults against our quality standards.

This guarantee is valid for 15 years for the product **[Product]** and has a proportional depreciation on a yearly basis of 6,7 % on the value of the carpet tiles at the time of ordering.

All complaints must be communicated in writing to our Customer Service Department, accompanied by a copy of the invoice number. All supplementary information such as the name of the product, colour, number of roll or dye batch can be useful to understand the problem. The Customer Service Department will handle the complaint together with the client.

Stefan Claeys  
Managing Director



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(\*) Latest versions of the installation guidelines and cleaning recommendations can be consulted and/or downloaded on the modulyss website or app.