

General Warranty Terms

FLOKSER offers its customers the following warranty terms. This warranty is valid for all products sold by FLOKSER. The terms of the contractual and PU&PVC warranty are also determined.

Subject to the limitations and conditions described herein, FLOKSER warrants that the products covered by this warranty will conform to the valid descriptions and specifications published by FLOKSER and that such products will be technically and physically compliant for a period of thirty (30) days domestically/ninety (90) days internationally from the first date of shipment of the products by FLOKSER, if the instructions for "Cleaning and Maintenance", "Application and Use" and "Delivery and Storage" published on www.flokser.com.tr and may be updated by FLOKSER as necessary, are followed.

Warranty claims must be submitted in writing by the BUYER. The relevant invoice must be presented and FLOKSER must be given the opportunity to examine the product for which the claim is made. In the event of detection of a possible non-conformity, if notification of the non-conformity is not made within the time limit and examination of the product claimed is not allowed, BUYER's claim for defective or non-conforming products shall not be satisfied.

FLOKSER's sole liability under warranty (and BUYER's exclusive right to remedy) is limited to the solutions expressly stated below. In case that FLOKSER has no warranty obligations in the relevant matter, FLOKSER may proceed in any of the following options at its own discretion;

- a) Replacing any product found to be defective or not conforming to the descriptions and specifications set forth herein, with an identical or substantially similar product at the agreed point of delivery,
- (b) Repairing such product,
- (c) Return of the amount of such products to the BUYER,

The aforementioned solutions do not apply in case of following:

- (a)** Damages or defects caused improper installation, use or maintenance in contradict with FLOKSER's specifications or instructions;
- (b)** Any deterioration caused by materials such as adhesives etc. used in lamination or joining techniques;
- (c)** Deterioration due to the presence of amines in urethane materials used in the product bonding process;
- (d)** Damage caused by improper installation or failure of application materials and/or trim parts;
- (e)** Deterioration due to use being not in compliance with the cleaning & maintenance instructions; (See Cleaning & Maintenance Instructions)
- (f)** Sewing error due to wrong sewing method or unsuitable sewing material/equipment; (See Application & Usage Instructions)
- (g)** Damage caused by abuse, misuse; or wear and tear.

The above-mentioned remedies are the sole and exclusive remedies available for breaches of warranty terms (non-conforming products and services) provided by FLOKSER.

No person or organization, whether employed or not by FLOKSER, has the authority to change any written warranty made by FLOKSER or to give additional warranties binding on FLOKSER. Any additional statements in the advertisements and presentations of promotional materials of manufacturers, distributors, dealers and similar institutions do not constitute a guarantee by FLOKSER and are not accepted as a guarantee condition by FLOKSER.

Contrary to the issues specified in FLOKSER's warranty conditions, in case of occurrence of any of the following items, the products will be excluded from warranty.

- If the BUYER engages in practices that affect the technical specifications of the product in question or misuses it,
- If the BUYER replaces part or all of the relevant product with any part not manufactured or sold by FLOKSER,
- If the BUYER does not enable FLOKSER to inspect the product before it is repaired or replaced by the BUYER.

Other than the warranty terms set forth herein, FLOKSER, disclaims all warranties, express or implied, including, but not limited to, any implied warranties of merchantability or fitness for a particular purpose and will not accept



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