

## Warranty Conditions for third party surfaces used in conjunction with Tier Global (UK) Limited flooring systems

With reference to, and in conjunction with our "Terms and conditions of sale" attached, here follows the translation of clause 16 concerning the

Warranty conditions:

### 1 TECHNICAL CONDITIONS FOR CUSTODY, INSTALLATION AND MAINTENANCE OF THIRD PARTY SURFACES USED IN CONJUNCTION WITH TIER DRY LAY SYSTEMS

1.1 Regardless of the fact that the installation of the Products is performed by the Buyer or by Tier Global (UK) Limited through specialised companies appointed by one of the them, the Buyer must ensure that the supplied Products are installed only in environments with adequate temperature and humidity conditions and that such conditions are safeguarded during the period of use of the product itself.

The Products must be stored and installed in dry and protected premises within the following conditions (except for special materials for which the custody conditions are communicated appositely):

- Temperatures between + 5°C and + 35°C

- Relative humidity between 40% and 75% (Only for parquet flooring between 40% and 65%)

If the floor cavity hosts tubes for the passage of fluids at a temperature capable to provide thermo-hygrometric (local or generalised) conditions out of the prescribed range, the heat sources shall be conveniently isolated and an appropriate ventilation shall be provided. At the time of installation, the construction works must be completed for at least 30 days and the finishing works for at least 15 days. The premises must be equipped with appropriate windows.

1.2 The concrete slab / Subfloor shall be dry (4% relative humidity), smooth and clean

1.3 The perimeter zones where the panels insist and produce a horizontal thrust, must be made up of materials not subjected to bending and that are rigid under the action of said thrust.

Environmental conditions for custody and installation:

1.4 It's responsibility of the buyer to ensure that the transition phase from natural environmental climate to the modified one through the heating and cooling systems, takes place in the most gradual, homogeneous possible way.

1.5 All materials that make up the Products are, by their nature, subjected to vary their dimensions depending on the thermo-hygrometric conditions of the environment where they are guarded or installed.

1.6 Within the limits mentioned above, these variations do not show any visible effects. Beyond these values and in close relation with the exposure time to wrong environment conditions, the product may manifest visible variations. The effects on the products deriving from such causes cannot in any way be charged to Tier Global (UK) Limited

1.7 If the installation of the products took place earlier than the services laying or other finishing works (false ceilings - modular walls - windows etc.), no claims would be accepted for defects in the material, when

such defects are not specifically contested in writing at the delivery of the goods. It is the responsibility of the Buyer to protect and take care of the installed products, with particular attention to the top finishing.

Cleaning:

1.8 the cleaning of the top finishing is the only ordinary maintenance to be carried out on the raised floor system. The surface cleaning must be carried out with great care and be scrupulousness according to the type of material chosen and according to specific instructions given by the manufacturer of the top finishing.

1.9 Tier Global (UK) Limited assumes no responsibility for the maintenance methods indicated by the manufacturer and the effects they may have on the top finishing.

Methods and Products for maintenance:

1.10 The range of possible top finishing's of a raised floor system can be summarized as follows:

- Carpet
- HPL high pressure laminate
- Vinyl
- Linoleum
- Rubber
- Reconstituted stone
- Natural stone
- Ceramic tile
- Natural wood

Each of these materials requires specific cleaning treatments as indicated by the manufacturer.

1.11 As a general rule and regardless of the top finishing chosen, it is important to note that the surface to be cleaned, constitutes a single body with the support panel and for this reason it's necessary to act in such a way that the cleaning operations can not cause any damage to the panel and / or to the steel substructure. In the case of raised access flooring.

1.12 It is therefore recommendable to proceed as follows:

- Install the raised floor after all other site finishing works are complete, and right before the furnishings, taking care (as for the furnishings) to not damage, mark or scrape the finished floor.

- Always protect properly the surface from damage caused by other works.

1.13 The cleaning of the products must be carried out without direct use of water or steam, with a wet or dry mop in accordance with the normal rules of diligence, with reference to the type of covering and the instructions provided by the manufacturer.

1.14 If the manufacturer of the top finishing recommends the use of water to clean it, it is important to operate using the smallest possible quantity of water in order to avoid any infiltration between the panels installed. It is important to remind that the floor cavity houses the electrical and telematic systems and do not operate with water ingress.

1.15 In any case the needed water for cleaning must be eliminated in a short period of time by rapid drying (manual or mechanical) and must not be left for any reason on the floor to dry out by evaporation.

1.16 The cleaning detergents are made of water-based chemicals. Whatever the origin of the detergent is, the Buyer must make sure that it has the following features:

- neutral Ph (neither acid nor alkaline)
- absence of solvents

1.17 If, in addition to the standard cleaning, the top finishing requires other special treatments, it is necessary to verify that also these products meet the characteristics of the previous point.

1.18 It is advisable for the Buyer to disclose the above information as the use of wrong detergents may damage the floor in an irreparable way.

### 2. WARRANTY AND CLAIMS

2.1 The Products are guaranteed, within the tolerances of use, against defects of material and manufacturing, within the limits of the technical specifications provided by Tier Global (UK) Limited and under normal use. In particular, the guarantee does not extend to defects caused by improper storage, installation and maintenance or intervention by third parties not authorised by Tier Global (UK) Limited.

2.2 If the top coating consists of natural materials (wood, marble etc.) Tier Global (UK) Limited accepts no responsibility for any differences in the grain, etc. No Warranty is provided on materials and / or surface coverings used following to a specific order of the buyer or, manufactured on behalf of the buyer but not purchased by Tier Global (UK) Limited. In particular, Tier Global (UK) Limited assumes no responsibility with regard to differences in variations and nuances of color, differences in the grain of textile materials, vinyl, linoleum, natural stone, wood etc. or to the suitability of these materials for their use as top coating surface.

2.3 The warranty will be valid for 12 months from delivery, regardless of the date of installation. The buyer must examine, under penalty of forfeiture, each lot at the receiving of the goods denouncing immediately any differences in weight and / or quantity of the products, and communicate in writing to Tier Global (UK) Limited within 7 days, any contingent discrepancies, and any defects found, identifying precisely the defective batch, its delivery date and the nature of the defect. In any case, the buyer must keep the products at disposal of Tier Global (UK) Limited, for reasonable time to investigate. We will not accept returns of merchandise without authorisation.

2.4 The warranty obligations of Tier Global (UK) Limited are limited to the free replacement within the necessary lead time, the products acknowledged to be defective, remaining expressly excluded any further guarantee or indemnity, both legal and conventional.

2.5 The guarantee will not be applied if the buyer is insolvent, if he used the Products in an improper way or in case of incorrect maintenance of the items, as well as in all cases of damage caused by the fault or neglect of the buyer or third parties in general."