

The supplier name & details are withheld for clients

Quality Guarantee

SELLER (GUARANTOR): [REDACTED]

BUYER: [REDACTED]



We guarantee that all the products have been carefully manufactured and strictly inspected before leaving the factory.

On the premise of correct installation and use, we make the following promise to ensure products quality and clear responsibility of buyer and seller:

1. After the Buyer receives the products, if the appearance of the products does not meet the requirements of the Buyer seriously (such as insufficient grade, production defects, etc.). Both parties shall negotiate to solve the problem first, and the Seller shall compensate the Buyer with a discount for the unqualified goods. If there is a large quantity, the Buyer may return the unqualified goods, and the Seller shall supply the goods to the Buyer for the second time after re-production. The resulting freight shall be borne by the Seller.

买方收到货后，如果产品外观严重不符合买方要求（如等级不够，生产缺陷等），双方应首先协商解决，对于不合格的产品卖方将对买方进行降价赔偿。如果不合格的数量较多，买方可以将不合格货物退回，由卖方重新生产后二次为买方供货，由此产生的运费由卖方承担。

2. If the products are unglued, the Seller will compensate for the value of the unqualified goods or re-supply the qualified products to the Buyer, the freight and installation costs arising therefrom shall be borne by the Seller.

如买方收到的产品出现开胶，卖方将赔偿问题货物的价值或者重新供货给买方，由此产生的运费及安装费用由卖方承担。

3. The buyer should proposal his complains ,if any,within 30 days after received goods for grade and fabrication.Any complain proposed by buyer should come with evidences that can be clearly show the defects and should show enough quantity which can reach standard of quality complain.

4. 买方在收到货物 30 天内，可以就存在的等级和加工的外观问题向卖方提出索赔。买提出索赔时，需要向卖方提供能够证明产品存在质量问题的证据。证据数量需要能够达到索赔标准。

5. For the products which installed that occur quality problem, the buyer should provide hard and enough evidences that quality problem caused by the fabrication reason.

Emphasized as follows:

The above guarantees are based on that the engineered floor is properly installed and used by the buyer. The damage caused by improper handling, installation and use shall not be covered by the Seller's guarantee.

如果卖方就已经安装的产品提出索赔，需要提供能够证明由于卖方生产原因导致的质量问题的证据。

需要强调的是，以上承诺均建立在买方正确的安装和使用的前提下。由于买方不恰当地搬运，安装和使用导致的损坏，均不在卖方承诺范围内。

6. If both parties can not reach a mutual agreement on quality claims or evidences the buyer provide, both parties should appointed a third party for site inspection.

如果买卖双方无法对索赔或者买方提供的证据达成一致，则由双方共同指定第三方进行检测。

7.If any quality claims occur and accepted by both parties, the methods of reimbursement will be discussed by both parties.

如果产生质量问题索赔，赔偿方式由双方共同商议决定。

