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# WARRANTY INFORMATION



## WARRANTY

You will have a 25-year warranty on a wooden floor from the Floors collection as from the purchase date on the basis of the terms and conditions below:

- We provide a warranty with regard to defects and/or shortcomings that were already present when delivery took place but that were not visible to the naked eye.

We provide a warranty with regard to normal use in residential properties and with regard to contract work such as offices, hotel rooms and boutiques. Humid or wet rooms are expressly excluded from this guarantee.

- The floor has been installed in accordance with the Floors installation instructions and is maintained using the Floors maintenance products.

## PROVISIONS

- The warranty designates that an issue must be reported to the Floors supplier where the floor was purchased within 30 days after the issue of the complaint has been discovered or should have been discovered in all reasonableness. Please report complaints in writing and include the original invoice and warranty certificate.
- Should it be deemed that the warranty applies, either the faulty floor section will only be replaced or the faulty floor sections will only be reimbursed in accordance with the provisions made in this guarantee certificate.
- Should the relevant wooden floor from the Floors collection no longer be available, an equivalent alternative will be provided.
- This warranty only relates to the supplied floor sections and, therefore, not to labor costs, additional materials and any other consequential damage that may ensue.
- The warranty period will remain in force unchanged in case of acceptance and resolving the complaint and will never be extended.
- Should a dispute arise related to the warranty with regard to your "Floors", either party may appeal to an independent expert who will issue a binding decision provided that consumers who do not act in a professional or commercial capacity will be entitled to bring this dispute to the normal court within one month after we have invoked this stipulation. Should this clause be applied, the costs must be agreed upon in advance in writing amongst the parties.
- This warranty is an addition and not an exclusion of the statutory rights that the consumer who does not act in a professional or commercial capacity has.

## EXCLUSIONS

- If the floor has not been installed in accordance with the installation instructions.
  - If the defects could already be seen before the floor panel was installed.
  - If the defects and/or shortcomings occurred due to moisture and/or water damage and/or other causes that cannot be attributed to us as the manufacturer/supplier of the floor.
  - If the defects and/or shortcomings occurred due to incorrect use or negligent acting and when used for another objective than for what it is intended as well as if installation, maintenance instructions or guidelines regarding humidity and under floor heating or cooling have been ignored.
  - If there are visual shortcomings that occurred due to deformation of the panels due to changing climate conditions, in case of colour differences due to the influence of sunlight and the consequences of normal ageing and/or wear phenomena of the finishing layer.
  - This guarantee will only apply with regard to the first owner and the first installation of the floor.
  - If there are stains or mechanical damage to the surface (dents, scratches, etc.) due to negligent treatment during transportation and storage and in case of damage as a result of stilettos, furniture, stones, sand, pets, etc.
  - This guarantee certificate will only be governed by Dutch law.
- All disputes arising from this agreement will be submitted to the competent court in Amsterdam.