

## **20 YEAR RESIDENTIAL USE WARRANTY AND 5 YEAR COMMERCIAL USE WARRANTY** relating to floor panels, baseboards and quarter rounds of Parcolys Flooring NV

### ***20 year residential use warranty***

Parcolys Flooring NV warrants, from the date of purchase (invoice date), that the products specified above will be free from manufacturing or material defects. This warranty is valid for 20 years for residential use and upon submitting a product defect claim under this warranty. The original invoice, dated and stamped by the distributor or retailer should be submitted.

The warranty offered by Parcolys Flooring NV will only be valid if all the following conditions are met.

\*/ This warranty is not transferable, only the original purchaser (the one stated on the invoice) of the floor can make a claim under the warranty following the first installation of the floor. This warranty applies to all purchases of products specified above, from Parcolys Flooring NV, made after the date of publication of this warranty.

\*/ This product warranty only applies to defects inherent to the material of the goods supplied, in which are understood the material or production defects confirmed by the manufacturer. Following an investigation, should a product manufacturing defect be confirmed, Parcolys Flooring NV will repair or replace the product at its option. If it is agreed to replace parts of a floor, only the damaged boards will be replaced and only new panels of comparable quality, with the same value from the range that is in stock at the time the complaint is upheld, will be supplied by the distributor or retailer. There will be no other form of compensation given.

\*/ The warranty applies only if the floor has been installed and used in accordance with the instructions provided and with the by Parcolys Flooring NV approved accessories. In case of doubt, consult your dealer or Parcolys Flooring NV for additional information. Proof must be submitted which confirms that the installation and maintenance instructions recommended by the manufacturer have been followed in all respects. These instructions can be found in every box on the back of the insert leaflet or in each individual accessory pack. If the instructions are missing, they should be requested from the manufacturer or the distributor/retailer or can be viewed at [www.aquastep.be](http://www.aquastep.be). The installation must not commence until the instructions have been thoroughly read and understood. If the installation is not carried out by the consumer/end user, the installer must provide at least one copy of the installation and maintenance instructions, as well as from the warranty conditions (on the inlay leaflet or [www.aquastep.be](http://www.aquastep.be)), to the end user.

\*/ The warranty offered by Parcolys Flooring NV applies solely for indoor installations for normal residential use. For any other applications, please refer to our commercial warranty. If the application does not fall under the scope and limitations of either warranty, an individual written warranty must be requested from the manufacturer.

\*/ Flooring panels or accessories must be checked carefully and accurately under appropriate light conditions for any material defects before and during installation. Products with visible defects must not be installed under any circumstances. The distributor must be notified by written notice of any defects within 15 days. After the expiry of this period, no complaints will be accepted.

\*/ Any defects or damage to the product must be clear and be at least 1 cm<sup>2</sup> in size per product unit (ie - panel, accessory, etc.).

\*/ Liability arising from this warranty is limited to:

- Hidden defects. These are defects that were not visible before or during the installation of the floor.
- The cost of removing and replacing the material is borne by the buyer. Parcolys Flooring NV is not responsible for labour charges, installation charges or any similar 3<sup>rd</sup> party costs.
- In no event can Parcolys Flooring NV be held responsible for any loss of time, inconvenience, expenses, costs, or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made. Consequential, special and incidental damages are not recoverable under this warranty.

\*/ The warranty is void if the damage to the product is, or has been, caused by:

- Installation errors.

- Accidents, falling objects, abuse or misuse, including but not limited to, damage of mechanical nature such as severe impact, dents, scratches (e.g. by dragging of furniture), cuts or damage caused by sand or other abrasive or sharp materials, caused by a contractor, service company or the end user. The feet of furniture must always be covered with appropriate protective felt pads. Chairs, armchairs/sofas or furniture with wheels should be fitted with soft wheels or be put on protective castor cups or casters. The ingress of sand, grit or dust particles on the floor should be avoided by placing adequate protective mats at all external entrances to the installation property.
- Improper maintenance, improper use of detergents, chemicals and corrosive substances.
- Damage due to combustion (e.g. of cigarettes).
- Floors installed in premises that are not appropriate or warranted for the floor used.
- Improper use - e.g. for outdoor applications, swimming pools, etc.
- Exposure to extreme temperatures (such as for example saunas). Heat sources with direct heat on the floor above 50°C must be avoided! When installing in conservatories/porches or in rooms with large, low windows, with direct sunlight falling on the floor, the increased heat from the sunlight could warm the floor excessively, leading into expansion and deformation of the floorboards. Movement of the flooring due to excessive surface heating is not covered by this product warranty.

\*/ The flooring must not be installed, pinched under or between fixed elements (e.g. under metal window or door frame), or under bathroom or kitchen furniture as this can restrict the normal free movement of the floating floor.

\*/ Parcolys Flooring NV provides no other warranties, (except the legal liability related to consumer purchases), explicitly or implicitly, than those described in this document, including warranties of merchantability or fitness of the product for a specific purpose, and no other solutions will be available than those specified in this document.

\*/ The warranty offered is a decreasing value warranty, in the sense that over its term of application a depreciation value factor of 1/20 per year will apply. The services provided under this warranty do not extend beyond the original warranty period.

\*/ Parcolys Flooring NV reserves the right to, and should be offered the opportunity to see the effect and floor complained off in situ and in its originally installed condition.

### ***5 year commercial warranty***

The commercial warranty is valid for floor panels, baseboards and quarter rounds of Parcolys Flooring NV for a period of 5 years from the date of purchase by the original purchaser (the original invoice is the only valid proof of purchase) for commercial activities under all of the above conditions specified. In addition, the following must be taken into consideration: a reduction in the gloss level of the surface of the products is not regarded as a material product fault but is classified as normal wear and tear. For commercial applications, superficial scratches as result of daily use should be accepted.

The above warranty does not apply to :

- All institutional applications, including but not limited to hospitals and government buildings
- Heavy commercial areas, such as but not limited to, airports, lobbies, schools and mens and ladies hair dressing salons.
- Other places with a lot of traffic and immediate access to the street.

For areas and applications which are not covered by the standard commercial 5-year warranty, please request a specific warranty available at Parcolys Flooring NV prior to the installation commencing.

The commercial warranty is also a decreasing value warranty. In the sense that over its 5 year term a depreciation value factor of 1/5 per year will apply.

The Dutch text of this document is valid at all times. If errors have occurred in this translation, the Dutch text is still valid. For any service under this warranty please contact Parcolys Flooring NV or send your proof of purchase and description of claim to:

Parcolys Flooring NV - Industriezone, De Bruwaan 3, 9700 Oudenaarde, Belgium

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