

NEDERLANDS – **ENGLISH** – FRANCAIS

WARRANTY CONDITIIONS

Flexura Floors – the Manufacturer – is a Belgian manufacturer of veneered parquet, wall panels, furniture panels and unfinished panels. The quality standards of Flexura Floors are supported by the warranty conditions below. Subject to the additional conditions listed hereafter, Flexura Floors provides a Limited Warranty of 20 years for products whose first and sole destination is residential use, and 10 years for products whose first and sole destination is commercial use.

1. The Manufacturer is responsible for hidden defects; these are defects that were not visible before or during the installation of the Flexura products.
2. The warranty commences on the date of purchase. The invoice serves as proof of the purchase date and is valid only for the first owner.
3. The products must be correctly installed in accordance with the installation instructions of Flexura Floors. In the absence of installation instructions, the products must be installed in accordance with generally accepted standards. The warranty covers normal use only. Only abnormal wear falls under this warranty. Excluded are: scratches, heavy impacts, moisture, damage caused by improper use or maintenance, and accidents.
4. Products with visible defects must not be installed under any circumstances. Products with visible defects that are nevertheless installed are excluded from this warranty.
5. If a defect covered by this warranty is identified, it must be reported to Flexura Floors in writing (by letter or email) within 14 days of discovery, accompanied by a copy of the invoice. Late claims will not be accepted.
6. In the event of a justified and admissible claim, the Manufacturer will either replace or refund the defective products, at the discretion of the Manufacturer. If the product in question is no longer available, it will be replaced by an alternative product of equivalent quality. This warranty applies exclusively to the supplied products. Costs for removal and replacement are borne by the purchaser.
7. The warranty period is not affected after a claim has been accepted and resolved.
8. This warranty applies worldwide.
9. Flexura Floors provides no warranties other than those stated in this document. No other warranties of any kind, whether express or implied, including but not limited to merchantability or fitness for a particular purpose, are given. Flexura Floors shall not be liable for labor costs, installation costs or similar expenses; consequential, secondary, unusual or incidental damages are excluded from this warranty.

This warranty does not apply in the following cases:

1. The products were not installed in accordance with the installation instructions of Flexura Floors. In the absence of installation instructions, generally accepted standards apply.
2. The defects and/or shortcomings were noticeable before the floor was installed.



3. Defects and/or malfunctions caused by moisture and/or water damage or other causes resulting from force majeure.
4. Defects and/or shortcomings caused by improper use, improper storage or negligence, failure to use the product for its intended purpose, as well as failure to follow usage and maintenance instructions or warnings, or insufficient maintenance.
5. Visual defects resulting from possible deformation of floor or wall elements due to changing climatic conditions, possible color differences caused by exposure to sunlight, and the effects of normal aging and/or wear of the finish layer.
6. Stains or mechanical damage to the surface (scratches, dents, etc.) resulting from improper handling during transport or storage, and damage caused by high heels, furniture, stones, sand, pets, etc.
7. For flooring products: If the products were installed over an electric underfloor heating system, unless an inspection has taken place and written approval has been granted by Flexura Floors NV (condition: the surface temperature must never exceed 28°C).
8. For flooring products: If the floor was installed over a reversible underfloor heating system that cools during summer months and therefore lowers the surface temperature below 18°C.
9. Normal wear: any lacquered wooden product that complies with industry standards is subject to normal wear. Wear resulting from failure to observe industry maintenance standards and the useful recommendations of Flexura Floors is excluded from this warranty.
10. Discoloration: all wooden products or products with a wood surface are subject to discoloration. Under the influence of sunlight, the color of the wood may become darker or lighter. This is a natural process.
11. Differences between production batches: since wood is a natural product, variations will occur. Flexura Floors NV strongly recommends mixing 3–4 cartons before installation and not mixing different production batches. The production date can be found on the label of the final packaging.
12. Normal variation in color and wood structure: wood is a natural product. Each plank is different and unique.

These Warranty Conditions are governed by Belgian law, without prejudice to the mandatory consumer protection rules of the country where the purchaser is established, insofar as they are applicable.

