

# Solidfloor™

- Guarantee provisions

25 years  
Solidfloor™  
guarantee

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# GUARANTEE PROVISIONS



## GUARANTEE

You shall have a 25-year guarantee on a wooden floor from the Solidfloor collection as from the purchase date on the basis of the terms and conditions below:

- We provide a guarantee 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 guarantee 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.
- We provide a guarantee if the floor has been installed in accordance with the Solidfloor installation instructions and is maintained well using the Solidfloor maintenance products in accordance with the maintenance instructions given.

## PROVISIONS

- The guarantee shall apply if a complaint has been reported to the Solidfloor 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 guarantee applies, either the faulty floor section shall only be replaced or the faulty floor sections shall only be reimbursed in accordance with the provisions made in this guarantee certificate.
- Should the relevant wooden floor from the Solidfloor collection no longer be available, an equivalent alternative shall be provided.
- This guarantee only relates to the supplied floor sections and, therefore, not to labour costs, additional materials and any other consequential damage that may ensue.
- The guarantee period shall remain in force unchanged in case of acceptance and resolving the complaint and shall never be extended.
- Should a dispute arise related to the guarantee with regard to your "Solidfloor", either party may appeal to an independent expert who shall issue a binding decision provided that consumers who do not act in a professional or commercial capacity shall 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 guarantee 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.

## THE GUARANTEE SHALL BE NULL AND VOID IN THE FOLLOWING CASES:

- If the floor has not been installed in accordance with the installation instructions.
- If the defects could already be seen before the floorpanel 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 that for what it is intended as well as if installation, maintenance instructions or guidelines regard to humidity and under floor heating or cooling have been ignored.
- If there are visual shortcomings that occurred due to deformation of the boards due to changing climate conditions, in case of colour differences due to the influence of sunlight and the consequences of normal aging and/or wear phenomena of the finishing layer.
- This guarantee shall 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 shall only be governed by Dutch law. All disputes arising from this agreement shall be submitted to the competent court in Amsterdam.

