



## Warranty Conditions Floorify Gluedown Planks & Tiles

Version: 03/2025

EN

### Warranty period

1. Floorify NV, Kruisboommolenstraat 30A, B-8800 Roeselare, Belgium, VAT BE 0655.893.511, registered in the Ghent Register of Legal Entities, Kortrijk department, hereinafter referred to as "Floorify", will handle all complaints with regard to its products in line with the applicable statutory warranty, which can vary from country to country
2. Registration gives right to the following warranty:
  - 30 years of warranty for residential use
  - 10 years of warranty for commercial use
3. This warranty is limited and restricted to the general terms and conditions described below.

### General terms and conditions

The Floorify warranty can be invoked only if all the conditions stipulated below are satisfied. If there is anything you are uncertain about, please contact Floorify or your distributor.

1. This warranty can be invoked solely by the initial owner and upon the initial installation of the product. It is non-transferable. The person who will be considered the initial owner is the person on whose property the product was initially installed and whose name is printed on the proof of purchase.
2. These warranty terms and conditions are applicable only about non-visible defects. Products with visible, disturbing defects from eye level may not be installed in any case whatsoever. Floors and accessories must be thoroughly inspected for material defects under optimum lighting conditions before and during their installation. Installation implies acceptance. The distributor must be informed within 15 days in writing of such defects. Following this period, complaints will no longer be accepted.
3. Following the discovery of any type of defect, you are in any case obliged to immediately suspend the use or installation of the relevant floors and accessories and to make every reasonable effort to prevent any more or further damage.
4. This warranty is only applicable to defects that are inherent to the products supplied. These defects are defined as all material and production flaws acknowledged by the manufacturer.
5. Floorify Gluedown Planks & Tiles must be installed and maintained in accordance with the Floorify installation and maintenance instructions and the use of approved Floorify accessories.
6. The customer and/or installer must be able to provide a proof of compliance with the installation and maintenance instructions as recommended by the manufacturer. These instructions can be found on the reverse of the box. If the instructions are missing, they can be obtained from the manufacturer or the distributor and/or other sales point. If the installation was not carried out by the end user, the installer must submit at least one copy of the installation and maintenance instructions, as well as the warranty conditions, to the end user.

These installation and maintenance instructions provide the following information:

- The seeping in of sand and/or dust in the floor must be avoided by placing a suitable mat at all access doors. Note that: Some carpets with synthetic underlay can contain latex and/or rubber, which can cause discolouration to your floor or leave stains behind.
- Furniture legs must always be provided with suitable protective material such as soft furniture caps. Chairs, armchairs, sofas or furniture on wheels must be equipped with soft, wide wheels. This can be supplemented

- by a customised protective mat, or protective caps can be placed beneath this furniture to prevent permanent denting. Fine wheels or legs can form a too heavy point load, resulting in localised indentation.
  - Long-term contact with rubber or latex can cause permanent stains.
  - Do not bring any cigarettes, matches or other hot items in contact with the floor, because these can cause permanent damage.
  - Avoid the use of unsuitable cleaning products and/or cleaning the floor with too much water, which will cause the subfloor to become wet. Unsuitable cleaning products can damage your floor's top coat.
  - The floor should be shielded from prolonged sunlight to avoid discolouration. Use appropriate shading.
  - All planks and tiles to be used in one and the same flooring project must be ordered at the same time. The compatibility of planks and tiles purchased as separate orders cannot be guaranteed
7. Damage to the product must be clear and the surface area of the damage must be at least 1cm<sup>2</sup> (1 centimetre squared) per product unit and may not be the result of improper installation, improper or unsuitable maintenance, improper use or accidents, such as, but not limited to, damage of a mechanical nature, such as heavy shocks, scratches (caused by moving furniture around, sharp nails belonging to pets, etc.) or indentations.
8. What is not covered by this warranty?
- Accidents, defective or improper use resulting in scratching, denting, indentation, excessive point loads or damage from sand or other abrasive materials caused by the contractor, a service company, the end-user or any other third party;
  - Damage or discolouration during transport that was not detected upon delivery;
  - Damage during storage or treatment prior to installation;
  - Damage attributable to moisture in the underlying surface;
  - Damage due to improper preparation of the screed;
  - Adhesive or bonding failure causing the floor boards not to adhere to the surface, concrete or other material, caused by rising damp, trapped vapour or other factors.
  - The presence of mould and/or water between the floor and the surface is also outside the warranty and, in particular, can lead to the appearance of swelling in the flooring, fading, staining and unpleasant odours.
  - Improper maintenance resulting in the loss of lustre, losing the topcoat or waxy build-up across the topmost surface of the floor. This applies also to damage caused by steam mops;
  - Limited variations in colour, shape or texture between the samples or brochure images and the actual floor;
  - Damage attributable to renovation or construction-related activities;
  - Exposure to extreme temperature fluctuations;
  - Exposure to extreme direct heating where the floor surface temperature rises locally to more than 60°C.
  - Installation in areas where the floor may be exposed to extremely low and/or high temperatures (such as saunas, verandas, solariums, etc.) and in outdoor installations.
  - Reduced lustre shall not be deemed to constitute wear and tear of the surface. Superficial scratches in the top layer caused by day-to-day use must be accepted as normal.
  - Discolouration of the floor under the influence of sunlight and UV radiation.
9. Floorify reserves the right and must be granted the possibility to investigate the complaint on-site and - if applicable - inspect the floor in its installed condition. In order to make a correct assessment, it is sometimes necessary to dismantle part of the accessories and/or floorboards. If this is not allowed, Floorify cannot make an analysis
10. Then liability arising from this warranty is limited to hidden defects, particularly defects that were not visible before or during the installation of the floors. Floorify is not liable for the cost of labour, the cost of installation or any costs of a similar nature. Any costs incurred for the removal and replacement of the material are to be borne by the buyer. If the product was originally installed by a professional installer, Floorify will cover the reasonable costs of labour, in conformity with the market. Floorify can never be held liable for any secondary damage. Floorify NV is in no way responsible for any loss of time, inconvenience, expenses, costs or any other circumstantial damage, exceptional damage or incidental damage, caused by or arising as a direct or indirect result of a problem for which a complaint was lodged.
11. Floorify will repair or replace the product at its own discretion. If a decision is made to replace the floor, only new floors from the range that is in stock at the moment that the complaint is accepted will be supplied by the distributor or other sales point. No other form of compensation will be possible. It should also be accepted that when floorboards are replaced locally, slight gloss and colour differences may occur between the floor already installed and the newly delivered products.
12. No other explicit or implicit guarantees will be provided, including suitability for sale or for a specific purpose.

13. These warranty conditions are governed by Belgian law. All disputes will be settled by the competent court of the court district in which Floorify has its registered offices. This warranty will entitle you to specific legal rights. It may be possible that you have other rights as well, but this can vary from country to country.

## **Residential warranty**

The general Floorify residential 30-year warranty applies only to floors installed inside for residential use. For other applications: see the "commercial warranty" below.

This warranty is valid as from the date of purchase. The date of purchase is the invoice date. The original proof of purchase or invoice, provided with the date and the distributor's stamp, must be submitted. The general terms and conditions of the warranty as stated above shall apply.

This warranty is a full warranty for the first 10 years following the installation of the floor. After the initial 10 years, the warranty will be applied on a pro rata basis. A pro rata warranty is a warranty in which the possible intervention of Floorify will decrease according to a fixed formula in proportion to the expiration of the warranty period. When this is applied, account must be taken of a partial annual reduction of 1/20th of the value per remaining year following the initial 10 years.

All services provided within the framework of this warranty will not extend the original warranty term, nor give rise to the start of a new warranty term.

## **Commercial warranty**

The warranty for use in commercial applications is valid for a period of 10 years starting from the date of purchase by the original buyer (the original invoice is the only valid proof of purchase) for use in commercial activities in buildings, to all of which the general warranty conditions referred to above apply.

1. The commercial warranty as referred to above does not cover:
  - All catering facilities such as, but not limited, restaurants, cafeterias, cafés, dancing establishments;
  - All institutional application such as, but not limited to, hospitals and government buildings;
  - Locations at which intensive commercial activities take place such as, but not limited to, airports, lobbies, schools and beauty salons;
  - Other locations with substantial pedestrian traffic and direct access to public roads
2. For locations and applications that are not covered by the regular commercial warranty, or for parties to whom a warranty in excess of 10 years is desirable, a specific warranty can be negotiated in consultation with your distributor or with Floorify.

We highly recommend contacting your distributor or Floorify to discuss your commercial project before you start in order to select the most appropriate Floorify floor.

## **How to lodge a complaint under this warranty?**

For every service provided under this warranty you can contact your local Floorify distributor. Please do so as quickly as possible, and in any case within one month after discovering the flaw or defect, considering that after this period you will no longer be eligible to invoke this warranty.

Be certain to submit your proof of purchase provided with a date and a stamp of the distributor or other sales channel, identification of the relevant product, a description of the complaint illustrated by clear photographs, the surface area of the affected floor and all other data relevant to the complaint. Once the distributor has verified the complaint, the distributor will inform a FLOORIFY representative and, if necessary, schedule an inspection. If you are unable to contact your distributor or are not satisfied with your distributor's recommendations, you can contact FLOORIFY NV at the following address:

Floorify NV, Kruisboommolenstraat 30A, B-8800 ROESELARE, BELGIUM VAT BE 0655.893.511, registered in the Ghent Register of Legal Entities, Kortrijk department  
Email: [hello@floorify.com](mailto:hello@floorify.com)

[www.floorify.com](http://www.floorify.com)