

## warranty conditions

Version: 05/2022

BerryAlloc High Pressure Floors (HPF) are guaranteed under normal use conditions from the date of purchase by the original customer. The warranty is not transferrable.

Length of coverage (from date of invoice):

product	class	residential areas <sup>1)</sup>	commercial areas <sup>1)</sup>
Grand Avenue, Grand Majestic	34	Lifetime <sup>2)</sup>	10 years <sup>3)</sup>
Original	34	Lifetime <sup>2)</sup>	10 years <sup>3)</sup>

1) Area of use is defined according to EN 13329. Degree of traffic is defined according to EN 685.

2) Lifetime: The value of the product is not reduced within the first 5 years. In the next 15 years the value of the product will depreciate with 5 % every year. After 20 years the product will remain at a 25 % value level compared with the purchase price.

3) The value of the product is not reduced within the first 3 years. After 3 years the value of the product will depreciate with a defined percentage each year (percentage depending on remaining warranty period).

### This warranty covers defects in materials and/or workmanship relating to:

#### **Wear resistance**

The decorative surface of BerryAlloc HPF will resist wear. Surface wear is defined as worn out spots larger than 1 cm<sup>2</sup>.

#### **Fade resistance**

BerryAlloc HPF will resist fading from exposure to indirect sunlight or normal artificial light.

#### **Stain resistance**

BerryAlloc HPF will resist stains on the decorative surface.

For further information see care & maintenance instructions of BerryAlloc.

#### **Joint integrity**

Perfect installation – The BerryAlloc HPF floorboards align perfectly.

Easy floorboard replacement – The BerryAlloc HPF floorboards can easily be taken up to replace damaged floorboards.

#### **Water resistance**

The BerryAlloc HPF floorboard will resist water spillage under normal use conditions described in the installation instructions and/or care & maintenance instructions of BerryAlloc.

### Provided that:

- The floorboards were checked for visible defects prior to the installation. Floorboards with visible defects are NOT to be installed. Complaints for such defects will not be accepted after the installation.
- The product was installed in areas that correspond with its intended use, and in accordance with the classification referred to in the installation instructions and on the box.
- The product is installed and used indoors in a climate of 18-25 °C with corresponding relative humidity of 30-65 % RH.
- The product was installed in accordance with the installation instructions of BerryAlloc (we strongly recommend using BerryAlloc accessories).
- The product is maintained in accordance with the care & maintenance instructions of BerryAlloc.
- The product has not been treated in any way after installation (e.g. polished or waxed).

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### The product warranty does not cover damage to the product caused by:

- Transport and handling
- Improper installation
- Accidents, product misuse or product abuse, such as:
  - cracks, blows and cuts caused by falling, dropped, cutting, or grinding objects
  - scratches and finish damages caused by sand, grit (i.e. lack of precautions according to chapter "cleaning & use" described in the installation instructions of BerryAlloc), or other abrasive materials
- Wear and tear (ageing), i.e. scratches, friction marks, and similar marks in the floor surface (based on EN 438.2.25 for laminate flooring).
- Traffic higher than the area of use.
- Improper maintenance or use of unsuitable cleaning agents (proper procedures are found in care & maintenance instructions of BerryAlloc).
- Flooding, standing water (with or without detergents), or trapped water between the BerryAlloc floorboards and the subfloor.
- Strong chemicals (with corrosive substances).
- Pet urine

**NB:** Differences in gloss which only can be seen at specific angles and in grazing light is not a valid cause of claim. It must at times be possible to expect creaking noises in the floor surface due to variation in the relative humidity.

### What to do in case of an unlikely defect?

When noticing a defect, you should contact your dealer within 2 weeks.

A filled out claim form accompanied with a copy of the original purchase receipt should be submitted to BerryAlloc when reporting the claim.

If a product problem covered by the warranty is acknowledged by BerryAlloc, the manufacturer will offer a replacement of the defective floorboards in the same design (if not available then another design of equivalent design) or a refund of the purchase price for the products concerned.

The product warranty does not cover any labour cost associated with replacement of damaged material covered by the warranty.

This warranty does not cover any consequential or special incidental charges, damages, or losses.

This warranty grants you specific legal rights and you may also have other rights, which may vary from country to country.