

FINfloor

Creating your space

Warranty

The object of this WARRANTY is solely the indoor-use laminate flooring manufactured by Financiera Maderera, S.A. (hereinafter 'FINSA'), which accompanies this warranty, whose labelling identifies the warranty seal placed by the manufacturer, hereinafter the 'laminate flooring', and this warranty is provided under the following terms:

01

FINSA guarantees that the laminate flooring will resist surface discolouration and premature wear, provided said flooring is used in accordance with the purposes for which it has been designed and indicated by the manufacturer, during the following periods, counting from the date of purchase of the laminate flooring:

- 20 years in domestic use, except those with a shorter warranty period.
- 10 years in business use for non-bevelled products, except those with a shorter warranty period.
- 5 years in business use for bevelled products.
- 3 years in domestic use in kitchens, toilets or bathrooms for non-bevelled products identified on the product packaging as suitable for these uses.

This warranty does not cover business use in kitchens, toilets and bathrooms, or domestic use of bevelled products in kitchens, toilets or bathrooms.

For grooved models, a 5-mm section adjacent to the edge of each plank is excluded from the warranty.

02

This warranty shall be reduced annually in the following quantities on the net amount (excluding VAT) of the product on the FINSA invoice for the FINSA customer, considering that the product is subject to annual devaluation since the purchase date:

- 1/20 per year in domestic uses with a warranty period of not less than 20 years;
- 1/10 per year in business uses for non-bevelled products
- 1/5 annual in business uses for bevelled products
- 1/3 per year in domestic uses in kitchens, toilets or bathrooms for non-bevelled products identified on the product packaging as suitable for these uses.

03

FINSA's liability is limited to replacing the damaged laminate flooring with another of identical design and features and, if unavailable, with another of the same price range, chosen by the customer. In both cases, the liability is limited to the guaranteed amount calculated pursuant to clause 2 of this warranty. The replaced laminate flooring shall only be guaranteed during the remainder of the original warranty period of the original laminate flooring claimed.

04

FINSA shall not be liable, before the customer or any third parties, for any indirect incidental, special or consequential damage.

As a result, this warranty does not cover any additional cost on top of the product value calculated pursuant to clause 2, such as those relating to the installation, expenses for replacement and/or disassembly and removal of the laminate flooring, additional materials required or penalizations (e.g., due to delays in the conclusion of the work, etc.).

05

In order for this warranty to come into effect, you must notify your supplier of any defect within 14 days following its detection, and, in any event, prior to the end of the warranty period. This warranty is only valid for the original purchaser and under no circumstances may it be transferred to any other person.

06

This warranty shall only cover defects on the product if they occurred as a result of the production process; as such defects occurring, for example, during improper transportation, incorrect handling, installation or conditioning of the product are not covered by this warranty.

07

For this warranty to be applicable, the discolouration and/or wear must be visible from a height of at least 1.5 m and affect a surface area exceeding 6.45 cm². For figures below those mentioned above, it is not considered that the product has sufficiently deteriorated to warrant a claim.

08

Please strictly adhere to the laminate flooring's installation, cleaning and maintenance guidelines in order to be covered by the warranty. This information is available on the Internet, at www.finfloor.com. In the event of any doubts regarding the installation or care of the laminate flooring, you should immediately contact your nearest distributor or Financiera Maderera, S.A. - Ctra. N-550, km.57-15707-Santiago de Compostela-Spain.

09

Prior to installing the laminate flooring, the product must be carefully inspected, in order to detect any visible damages or defects (colour changes, differences in glossiness, missing paper, etc.), since, once installed, they shall not be covered under this warranty if the defect existed before the installation.

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This warranty does not cover dents, scratches or damages caused by natural agents (water, erosion, insects, etc.), damages produced as a result of having made changes to the laminate flooring, or damages caused by negligence in the use thereof, or those derived from force majeure. The warranty does not cover product defects derived from the existence of water/moisture in contact with the laminate flooring or defects caused by water leaks, condensation or infiltration, or for not using the sealants recommended by the manufacturer or not having applied them correctly when required in the product's instructions. Likewise, this warranty may not be enforced when the products are not used for the purpose for which they were manufactured, the manufacturer's recommendations have not been followed, or the customer has attempted to eliminate the defects on their own or with third-party help. By way of example, but by no means excluding any of the situations under the terms of this warranty, this warranty shall lose its validity in the following cases: if the product is not stabilised in the dwelling for which it is intended, if the product is installed in an area whose use intensity exceeds the maximum recommended by the manufacturer, if it is installed in particularly humid places, such as saunas, sills where relative humidity is too high, if no protectors are used on furniture legs, if wheels are used on chairs other than as recommended or if any cleaning or maintenance product is used other than as recommended by the manufacturer.

11

FINSA reserves the right to inspect the product and/or installation claimed, and in any case, to take samples, compile or request all information relating to the product, installation, maintenance and use of the product, as may be necessary to correctly assess the claim.

12

This commercial warranty does not affect the consumer's statutory rights in case of product nonconformity in relation to the purchase agreement.

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