

Terms and Conditions of the Product Guarantee (1/2)

1. Duration

IVC NV, the floor-covering manufacturer, guarantees its products from the date of invoicing against any hidden defect that may adversely affect the life of the product. The duration of the guarantee depends on which floor covering you have purchased. The higher grade of product, the better the performance.

The guarantee is specified on the technical data sheet of the manufacturer.

2. Application

The guarantee applies to all regular, A-grade products. Taking the obsolescence of the product into account, compensation will be offered at a flat rate proportional to the time elapsed and will only relate to the initial value of the floor covering in order to arrive at zero at the end of the guarantee.

3. Guarantee conditions

A professional according to the manufacturer's recommendations must carry out the fitting.

Maintenance must conform the manufacturer's recommendations as described in the Maintenance Manual. Usage must correspond to the definitions according to the CE category of use (EN685). The floor covering should be protected against the risk of piercing caused by furniture or objects with pointed legs, feet or sharp edges. The use of plastic or felt protection devices is recommended.

Terms and Conditions of the Product Guarantee (2/2)

4. Exclusions from the guarantee

The guarantee does not apply in the following cases:

- Damage caused during transportation that is not reported at the time of delivery;
- Damage caused during storage or treatment before fitting;
- Damage due to abnormal use (within the CE category of use according to EN685);
- Damage due to use of the floor in an outside/external location.
- The absence of standard protection methods for the floor covering (such as doormats, sealed access doors etc.) when necessary;
- Damage resulting from poor fitting or poor preparation of the underlying surface;
- Damage caused by sharp or slicing materials;
- Damage caused by the presence of damp in the underlying surface;
- Stains caused by rugs, rubber or latex materials;
- Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering;
- Decolouration of the floor covering caused during transportation;
- Damage caused by moving furniture without appropriate protective measures;
- The failure to respect the manufacturer's maintenance recommendations.

5. Compensation

Compensation can only be given after analysis and confirmation of the damage by our technical department within the stated period and with reference to the initial invoice for the product. The technical department will determine the conditions of confirmation such as the work and surfaces concerned, as well as the conditions for returning the floor covering if required.

Avelgem Febr 2011