



Warranty will be applicable in case of:

1. defects occurred during production.
2. a maximum period of 10 years for domestic use and 5 years for commercial use starting from the date of purchase and only applies to the first owner. The invoice counts as proof of the date of purchase.
3. installation of the floor according to the general regulations for floor installations. These regulations can be obtained from the website www.hertogvloeren.com. The warranty covers only in case of regular use of the floor. The warranty does not apply if installation has been made in damp or wet areas.
4. floor panels, showing visible defects, may not be installed. These panels can be replaced at your local dealer. Panels with visible defects, that have been installed, are excluded from this warranty.
5. abnormal abrasion. Excluded are: scratches, heavy impacts, humidity, damage caused by incorrect use or maintenance as well as accidents.
6. announcement of the claim, in written to the dealer, within 14 days after the floor has been fitted. Copy of invoice as well as pictures of the floor, with the defects clearly visible, to accompany the letter.
7. a maximum value of the floor. Labour costs and other materials are not covered by this warranty.

Notes

1. In case of a dispute arising from the warranty, either party may call upon an independent expert to acquire binding advice. In case this clause is applicable, the cost shall be agreed by both parties in writing by in advance.
2. The warranty period will not be effected after the complaint has been acknowledged and resolved.
3. In case the warranty will be applicable, the producer will replace or compensate for the faulty floor boards. If the product in question should no longer be available, a replacement will take place by an alternative product of the similar quality and specification.
4. A claim will not be accepted if the floor shows optical defects arisen by deformation of the floor panels due to changed climate conditions, too low or too high air humidity/temperature in the room and/or any color variations by sunlight, regular aging and/or wear of the finishing coat.



5. A claim will not be accepted if stains and/or mechanical damages of the surface (like scratches, dents etc. etc.) resulting from improper handling during transport and/or storage.
6. In case of supply of an unfinished floor, the warranty only covers the value of the unfinished floor.
7. In case a claim has been brought forward, which in the end is not justified, the buyer will be held responsible for the costs of the expertise.