

1. General

This warranty applies to all vinyl floors and walls distributed by Labeco BV- Rigid Floors & Walls. Labeco offers a 25-year warranty for residential use and a 10-year warranty for commercial use. The warranty period begins from the date of purchase, with the purchase invoice as proof.

The warranty for residential use operates on a pro-rata basis. For the first 10 years, there is a full warranty; after that, there is an annual reduction of 1/15th of the value per remaining year after the first 10 years.

The warranty for commercial use does not apply to:

- Institutional buildings (such as, but not limited to, hospitals and government buildings)
- Hospitality establishments (such as, but not limited to, restaurants, cafés, dance venues)
- Places with intensive commercial activity (airports, schools, salons)
- Other places with high traffic and immediate access to public roads

The warranty is non-transferable and therefore valid only for the first owner of the original installation. The owner is the person or entity mentioned on the purchase invoice referred to above. The warranty automatically lapses if a renovation or repair is carried out on the floor after installation.

2. Conditions

Upon delivery, the goods should be carefully inspected for visible defects (under optimal lighting conditions). If the goods display visible defects prior to installation, the distributor must be notified. If it is decided to install the goods despite visible defects, the warranty will lapse. The damage must be clear, a minimum of 1 cm² is the benchmark. Labeco can never be held responsible for indirect damage.

The Labeco floor must be stored and installed according to Labeco installation instructions (included in the packaging, also available on the website). In case of a claim, proof must be provided that these were followed correctly. The same applies to maintenance instructions. If you have questions about installation or maintenance, contact the dealer or manufacturer.

Precautions must be taken. Protective material should be provided, such as protective pads under chairs and furniture, soft, wide wheels for wheeled furniture, and door mats at entryways to prevent the tracking in of sand and dust. Be careful with the choice of door mat, as mats containing latex and/or rubber can discolor or stain the floor.

3. Exceptions

In general, Labeco can only be held responsible for manufacturing errors. Therefore, errors arising from the following causes (not exhaustive) are excluded:

- Normal wear and tear and/or aging (including changes in gloss)
- Moisture and/or water damage (floor must not be installed outdoors, do not use excessive water during cleaning or expose the floor to water for extended periods)
- Improper use and/or negligence (e.g., stains, scratches, impact of heavy objects, damage caused by high heels)
- Abrasive and/or corrosive substances (e.g., incorrect cleaning agents, pet urine)
- Prolonged contact with rubber or latex
- Use for a purpose other than intended
- Changing climatic conditions (e.g., extreme temperature fluctuations, humidity differences)
- Damage incurred during transport and storage
- Installation on electric underfloor heating (surface temperature must never exceed 27°C) or reversible underfloor heating (surface temperature must never drop below 18°C).
- Make sure to order all flooring components for one and the same project at the same time, as compatibility of planks and tiles from different orders cannot be guaranteed.

4. Procedure/Liability

If you have a defect that you believe falls under the warranty, you must report it to your dealer within 15 days of noticing the defect. After this period, the complaint can no longer be considered valid. A copy of your purchase invoice must always be provided with the complaint.

Labeco reserves the right, and must be given the opportunity by the complainant, to investigate the complaint on-site, to check the floor in its installed condition where possible. All materials that are part of the complaint must be retained and made available to Labeco when requested.

The warranty applies only to the supplied floor; Labeco cannot be held responsible for other direct or indirect costs/ consequential damages (including, but not limited to, labor and installation costs).

In case of disagreement between the customer and the supplier, an independent expert may be appointed, if necessary, to provide a binding opinion. The cost and compensation for this will be agreed upon in advance.

If the warranty is invoked, i.e., when the complaint is found to be valid, Labeco will replace or compensate for the defective floor parts. If the original product is no longer available, Labeco guarantees an alternative of the same quality. There is no other form of compensation.

The warranty period is neither extended nor modified in the event of a valid warranty claim, even for the replaced or repaired part of the floor.

The above warranty terms are governed by Belgian law. Other rights may apply, as these may vary from country to country. Disputes fall under the jurisdiction of the court of the district where Labeco's registered office is located.