

1. General

This warranty applies to all flooring distributed by Labeco BV. Labeco BV offers a 25-year warranty for residential use and a 10-year warranty for commercial use.

The warranty period begins on the date of purchase, with the purchase invoice serving as proof.

The warranty is non-transferable and is therefore only valid for the original owner of the initial installation. The owner is the person or entity listed on the aforementioned purchase invoice. The warranty automatically becomes void if any renovation or repair is carried out on the floor after installation.

2. Conditions

Upon delivery, products must be carefully inspected for any visible defects (under optimal lighting conditions). If the products show visible defects before installation, the distributor must be informed. If products are installed despite visible defects, the warranty will be voided. Defects must be clearly visible, with a minimum size reference of 1 cm². Labeco BV can never be held liable for indirect damages.

Labeco BV flooring must be stored and installed according to Labeco BV's installation instructions (included in the packaging and also available on the website). In case of a claim, proof of compliance with these instructions must be provided. The same applies to maintenance instructions. For any questions regarding installation or maintenance, please contact the dealer or manufacturer.

Precautions should be taken. Heavy objects should not be placed on floating floors. Protective materials, such as soft rubber wheels, protective mats, and doormats at entryways, should be used to prevent the ingress of sand and dust.

3. Exceptions

Labeco BV can generally only be held responsible for manufacturing defects. Therefore, defects resulting from the following causes (non-exhaustive list) are excluded:

- Normal wear and/or signs of aging of the finish layer (e.g., change in gloss)
- Damage caused by moisture and/or water (the floor should not be installed outdoors or in damp or wet areas, avoid excessive use of water during cleaning or prolonged exposure to water)
- Improper use and/or careless handling (e.g., stains, scratches, impact from heavy objects, damage caused by high heels)
- Abrasive and/or corrosive substances (e.g., incorrect cleaning products, pet urine)
- Use for purposes other than those intended for the products
- Changing climatic conditions (such as extreme temperature and humidity fluctuations)
- Damage occurring during transport and storage
- Please ensure that all flooring pieces for a single project are ordered at once, as compatibility of planks and tiles from different orders cannot be guaranteed.

4. Procedure/Liability

If you identify a defect that you believe is covered by the warranty, you must report it to your dealer within 15 days of noticing the defect. After this period, the claim will no longer be accepted. A copy of your purchase invoice must always be provided with the claim.

Labeco BV reserves the right, and must be given the opportunity by the claimant, to examine the claim on-site to verify the condition of the floor as installed, insofar as possible. All materials involved in the claim must be retained and made available to Labeco BV upon request.

The warranty applies only to the supplied flooring, and Labeco BV cannot, under any circumstances, be held responsible for other direct or indirect costs or consequential damages (including, but not limited to, labor and installation costs).

In the event of a dispute between the customer and the supplier, an independent expert may, if desired, be appointed to provide a binding opinion. The costs and fees of this expert will be agreed upon in advance.

If the warranty is enacted, meaning the claim is valid, Labeco BV will replace or compensate for the defective flooring elements. If the original product is no longer available, Labeco BV guarantees an alternative of the same quality. No other form of compensation is provided. The warranty period will not be extended or modified, even for the replaced or repaired portion of the floor, in the event of a valid claim.

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