



MANUFACTURING'S WARRANTY

RESIDENTIEEL GEBRUIK 15 JAAR

COMMERCIEEL GEBRUIK 10 JAAR

1. Silva Floors is responsible for hidden defects in materials or manufacturing.
2. The warranty runs from the time of purchase of the floor. The invoice from the Silva Floors dealer serves as evidence. The warranty is only valid for the first owner.
3. The parquet floor must be installed in accordance with the Silva Floors installation instructions. The warranty is granted under normal use.
4. Parquetry with visible defects may not be installed under any circumstances. These can be exchanged free of charge at your dealer within fourteen days after adoption. Parquet floors with visible defects that are installed nevertheless are excluded from this warranty.
5. Abnormal wear is covered by the warranty. Excluded are: scratches, impact damage, consequential damage, damage caused by incorrect use or maintenance, accidents.
6. If you believe you have a defect in your floor, which is covered by the terms of this warranty policy, you must notify your distributor by e-mail within 14 days of the determination of this damage together with a copy of the purchase invoice and an accompanying photo of the defect as a reference.
7. The warranty provided relates exclusively to the delivered floors, so not to labor, additional materials and all other consequential damages.
8. In the case of a dispute arising from the warranty, either party may call on an independent expert to render a binding advice. In case this clause will be applicable, the cost shall be agreed on in writing by parties in advance.
9. The warranty period remains unchanged in case of acknowledgment and remedy of the complaint.
10. In case the warranty will be applicable, Silva Floors will redeliver or compensate. If the product in question is no longer available, an equivalent alternative will be provided.

WARRANTY EXCLUSIONS:

- If the floor has not been installed in accordance with the Silva Floors installation instructions.
- The defects were already visible before installing the floor.
- Defects and/or flaws caused by incorrect use or careless handling and when used for a purpose other than for which the parquet is intended, as well as ignoring the Silva Floors maintenance instructions or warnings.
- Optical defects caused by deformation of the parquet due to changing climate conditions, in case of discoloration due to the influence of sunlight and the consequences of normal aging and/or wear symptoms of the finishing layer.
- Stains or mechanical damage to the surface (dents, scratches, etc.) due to careless handling during transport, during storage and in case of damage from stiletto heels, furniture, stones, sand, pets, etc.
- If the parquet floor is placed on an electric underfloor heating. Unless a written inspection can be handed over from which it shows that the temperature on the surface does not exceed 28 C.
- If the parquet floor is installed on a "reversible" underfloor heating system that emits cold in the summer months and therefore causes to drop the surface temperature below 18 ° C.



Silva Floors

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