

**Finsa**  
Flooring

# Purefloor<sup>®</sup>

# Warranty

Laminate flooring

## GENERAL CONDITIONS FOR LIMITED WARRANTY ON LAMINATE FLOORING

The object of this limited WARRANTY is restricted to the laminated floor for interior use manufactured by Financiera Maderera, S.A. (hereinafter “Finsa”), to which this warranty is attached, and whose labelling expressly identifies the warranty seal offered by the manufacturer, hereinafter “the laminate floor”. The terms of the warranty are set out below:

### 1.

Finsa guarantees the customer resistance to discolouration and surface wear of the laminate floor, provided that it is used in accordance with the uses for which it was designed and according to the manufacturer’s indications, for the following periods and from the date on which the laminate floor was purchased:

- Domestic Uses: 15 years (domestic uses excluding bathrooms, toilets and kitchens);
- Commercial uses: 5 years
- Domestic uses in kitchens (only for products identified on the product packaging as suitable for these uses): 3 years.

This warranty does not cover commercial use in kitchens, toilets and bathrooms.

On bevel-edged models, the 5mm area adjacent to the edge of each slat is excluded from the warranty.

### 2.

This warranty will be reduced annually by the following amounts on the net value (without VAT) of the product according to Finsa’s invoice to the customer, taking into account that the product is subject to annual depreciation from the date of purchase:

- 1/15 per year in domestic uses that do not have a warranty period of less than 15 years (domestic uses excluding bathrooms, toilets and kitchens).
- 1/5 per year in commercial uses.
- 1/3 per year in domestic uses in kitchens (only for products identified on the product packaging as suitable for these uses).

### 3.

This warranty shall only apply to those defects caused by wear and discolouration that originate as a result of the production process; for example, defects caused during or because of incorrect transport, handling, pre-packaging or installation of the product are not covered by this warranty.

### 4.

For this warranty to be applicable, discolouration and/or wear must be visible from a minimum height of 1.50 m. and must affect an area greater than 6.45 cm<sup>2</sup>. Below these values, the product is not considered to have deteriorated for the purposes of this warranty.

### 5.

Finsa’s responsibility is limited to the restitution of the damaged laminate floor for another of the same design and characteristics, and if such a piece is not available, the customer may choose another one of equal value. In both cases responsibility is limited to the warranty amount calculated in accordance with clause 2 of this warranty. The replaced laminate floor will be guaranteed for the remaining time until the end of the warranty period granted to the original laminate floor that is the subject of the claim.

### 6.

Finsa will not be responsible, neither to the customer nor to third parties for any indirect incidental, special or consequential damage.

Consequently, this warranty does not cover any additional cost to the value of the product calculated in accordance with clause 2, such as for installation, replacement and/or dismantling and removal of the laminate floor, or for necessary additional materials or penalties (e.g., for delays in the completion of works, etc.).

**7.**

This warranty does not cover dents, scratches or damage caused by natural agents (water, erosion, insects, etc.), damage caused as a consequence of having made alterations to the laminate floor, nor damage caused by negligence in its use, nor that which derives from force majeure. The warranty does not cover product defects resulting from water/moisture in contact with the laminate flooring, defects caused by water leaks, condensation or seepage, or failure to use the manufacturer's recommended sealants or to apply them correctly when required by the product instructions. This warranty also does not apply if the products have not been used for the purpose for which they were manufactured, if they have not been respected according to the recommendations of use established by the manufacturer, or the customer has tried to fix the faults on their own, or with the help of third parties. By way of example only, but in no case excluding any of the situations provided for in the conditions of this warranty, it will lose its validity in the following cases: if the product is not stabilized in the room for which it is intended, if the product is installed in an area of more intense use than that recommended by the manufacturer, if it is installed in particularly humid places such as saunas, floors with excessive relative humidity, if no protectors are used on the legs of the furniture, if wheels are used on the chairs other than those recommended, if any cleaning or maintenance product is used other than those recommended by the manufacturer.

**8.**

To make this warranty effective, you must contact the supplier within 14 days of the defect occurring, and in any case before the end of the warranty period. This warranty is of a personal nature and in no case shall it be transferred.

**9.**

The instructions for installation, cleaning, care and maintenance of the laminate floor must be carefully complied with/adhered to, and proof must be provided that these instructions have been correctly followed for the application of this warranty. This information is available on the website [www.finsa.com](http://www.finsa.com). If you have any questions regarding the installation or maintenance of the laminate floor, you should contact either your nearest distributor or Financiera Maderera, S.A., Ctra. N-550, km. 57-15707 Santiago de Compostela, Spain.

**10.**

Before installing the laminate floor, the parts must be carefully inspected for any visible damage or defects (changes in colour, differences in gloss, lack of paper, etc.), as once installed defects will not be covered by this warranty if they existed at the time of installation.

**11.**

Finsa reserves the right to inspect the product and/or the installation, object of the claim and, in any case, to collect samples, gather or request all the information regarding the product, installation, maintenance and use of the product, necessary for the proper evaluation of the claim.

**12.**

This commercial warranty does not affect the legal rights of the consumer and user in the event of non-conformity of the products with their contract of purchase.