

## WARRANTY CONDITIONS (BerryAlloc Walls)

BerryAlloc wall panels and plates are guaranteed under normal use conditions from the date of purchase by the original end user. The guarantee is not transferrable.

Length of coverage (from date of invoice):

Product	Residential areas	Commercial areas
Wall & Water	Lifetime <sup>1)</sup>	10 years <sup>2)</sup>
Kitchen Wall	Lifetime <sup>1)</sup>	10 years <sup>2)</sup>

<sup>1)</sup> Lifetime: The value of the product is not reduced within the first 5 years. In the next 15 years the value of the product will depreciate with 5 % every year. After 20 years the product will remain at a 25 % value level compared with the purchase price.

<sup>2)</sup> The value of the product is not reduced within the first 3 years. After 3 years the value of the product will depreciate with a defined percentage each year (percentage depending on remaining warranty period).

This warranty covers defects in materials and/or workmanship relating to:

### ***Fade resistance***

The BerryAlloc wall panels/plates will resist fading from exposure to indirect sunlight or normal artificial light.

### ***Stain resistance***

The BerryAlloc wall panels/plates will resist stains on the decorative surface. For further information see care & maintenance instructions of BerryAlloc.

### ***Perfect installation*** (only for Wall & Water)

The BerryAlloc wall panels align perfectly after the first panel/plate has been installed in level position.

### ***Water resistance*** (only for Wall & Water and Kitchen Wall)

The BerryAlloc wall panels/plates will resist water spray under normal use conditions described in the installation instructions and/or care & maintenance instructions of BerryAlloc.

provided that:

- The wall panels/plates were checked for visible damages or defects prior to the installation. Wall panels/plates with visible damages or defects are NOT to be installed. Wall panels/plates with damages or defects that have been installed will not be accepted as claim under warranty.
- The product was installed in areas that correspond with its intended use.
- The product is installed and used indoors in a climate of 18-25 °C with corresponding relative humidity of 30-85 % RH.
- The product was installed in accordance with the installation instructions of BerryAlloc using recommended BerryAlloc accessories.
- The product is maintained in accordance with the care & maintenance instructions of BerryAlloc.
- The product has not been treated in any way after installation (e.g. polished).

The product warranty does not cover damage to the product caused by:

- Transport and handling.
- Improper installation.
- Accidents, product misuse or product abuse, such as
  - cracks, blows and cuts caused by hard objects
  - scratches and finish damages caused by sharp objects or other abrasive materials regardless of whether these are caused by a contractor, service company or the end user.
- Wear and tear (aging), i.e. scratches, friction marks and similar marks in the surface.
- Improper maintenance or use of unsuitable cleaning agents (proper procedures are found in care & maintenance instructions of BerryAlloc).
- Strong chemicals (with corrosive substances).

NB: Differences in gloss which only can be seen specific angles and in grazing light is not a valid cause of claim.

When noticing a defect, you should within 2 weeks be in contact with your dealer.  
A filled out claim form accompanied with a copy of the original purchase receipt should be submitted to BerryAlloc when reporting the claim.

If a product problem covered by the warranty is acknowledged by BerryAlloc, the manufacturer will offer a replacement of the defective floorboards in the same design (if not available then another design of equivalent design) or a refund of the purchase price for the products concerned.

The product warranty does not cover any labour cost associated with replacement of damaged material covered by the warranty.

This warranty does not cover any consequential or special incidental charges, damages or losses.

This warranty grants you specific legal rights and you may also have other rights, which may vary from country to country