

WARRANTY 15, 30 OR 50 YEARS

Our hardwood floorings are guaranteed 15 years (2,5 mm facing thickness), 30 years (3.3 or 3.5 mm facing thickness), 40 years (5 mm facing thickness) or 50 years (6mm facing thickness) in the frame of a normal domestic use. The guarantee takes effect from the date shown on the original invoice or proof of purchase, completed by the inspection number printed at the back of the boards. Installation must be completed with respect for all the minimum conditions required and hygrometry explained in the present warranty certificate, and also in the installation guide which refers to french DTU, or to its equals text in other countries. The maintenance for the parquet must be completed with the appropriate products, with respect for all the basic recommendations mentioned in the website berryalloc.com.

Guarantee conditions

Products must be stored and/or fitted in the respect of our installation instructions and of the current technical rules of installation (DTU for France).

The guarantee does not apply:

If faults were apparent but were not pointed out before or during installation, and once installed the parquet cannot be the object of any claim.

- If the products were stored and/or installed without respect to our advice for installation prescribed in this document.
- If some voluntary deterioration is involved, or results from negligence, some fault in maintenance, or results from accidental causes, or from any fortuitous case or case of an act of God.
- In case of non normal use such as the ones caused by heel switches, inadapted protection of the furniture's foot, animal's scratch, etc.
- When fitted in a room with direct access outside without providing adapted rugs in order to get ride of stones or any other abrasive substance.
- When installed in any room where water is used (bathroom, kitchen, etc).
- If faults occurred to corosive substance or animal's urinate.
- If the faults encountered are linked to any disregard of the climatic conditions, and if they would not have occurred if the air hygrometrics (40 to 65%) had been regulated by using a humidifier or a dehumidifier, and using appropriate ventilation.
- When fitted on floor heating high temperature, older than 1990.
- In case of fitting beech or maple on floor heating, also on law temperature system.
- In case of floated fitting on floor heating law temperature (must be completely glued !)
- In a case where you yourself have carried out repairs or had the products repaired by some third party without previous notice, and agreement from supplier/vendor.

The guarantee covers any deformation or alteration of the parquet that might appear, provided that all our recommendations concerning the storage, preparation of the subfloor, installation and maintenance have been strictly observed, and provided that the hardwood floor has been used in the conditions it has been designed for, in domestic use. **A fitted product is considered as accepted and no claim can be issued afterwards.**

Warranty for commercial use

It should be first accepted by BerryAlloc according to the type of product and the type of use.

In case of a claim:

- If any fault is detected, you must immediately contact your supplier/vendor, and send him the original invoice completed by the inspection number printed at the back of the boards. We reserve the right to visit and inspect the claimed parquet in the installation site.
- Any other costs than the ones of the pack itself cannot be taken into account (transport cost etc...)
- If your claim is justified, we will replace* the defective product through your supplier/vendor (from the product line in vigour at the time), according to the following rules:

In case of removal of the goods and installation, a few different proforma invoices must be presented. This guarantee is strictly personal, and cannot be transferred.

The depreciation of the floor will be proportional to the number of years of use reported in the warranty period. The refund value will be based on the purchase price minus a discount for depreciation per year calculated from the date of acquisition.

* An exchange involves supplying a length in metres equivalent to the defective part, and does not involve a financial reimbursement under any circumstances.