

Dumafloor Limited Warranty

*15-year limited residential warranty **

Dumaplast warrants its Dumafloor flooring product against

- abrasion of the decorative layer

A claim under the guarantee for abrasion defects will be justified if an area of at least 1cm² of the colour has completely rubbed off. However, abrasion defects restricted to the edges of the planks are not covered by the warranty.

The boards have an abrasion durability according to EN 13329 of

≥ 4000 rotations for AC4

≥ 6000 rotations for AC5

- fading due to exposure to sunlight and artificial light

The loss of colour according to Blue wool scale should not be lower than 6. Test method according to test EN 438-2:2005. With the exception of natural ageing.

- permanent staining caused by normal use

Resistance to staining according to test EN 438-2:2005

- 5 (no visible change) for group 1: includes juice, lemonade, mustard, acetone,...
- 5 (no visible change) for group 2: includes coffee, tea, milk, cola, ink,...
- 4 (light change of gloss level and/or colour, which is only visible under certain viewing angles) for group 3: includes bleach, caustic soda,...

Aggressive chemical agents are explicitly excluded from this list.

- waterproof warranty

The flooring can withstand humidity and will not swell when exposed excessively to water.

The warranty applies from the date of purchase onwards. The purchase receipt is used as proof of purchase. The warranty is not transferable and only applies to the first buyer.

Any actual claim must be made in writing. The purchaser will then receive a claim form which he must fill in and return to Dumaplast stating all details and proof of the claim.

Dumaplast reserves the right to inspect the boarded floor in question upon receipt of the warranty claim and to consider whether the claim is justified, both in terms of the basis of complaint and the amount being claimed. The claim must be lodged within 30 days of the defect in question having become apparent.

WARRANTY RESTRICTIONS:

- The warranty is only valid if the floor was laid in accordance with the fitting instructions as shown on the back of the label. The laminate flooring planks must be cleaned and maintained in accordance with the care instructions (see fitting instructions and www.dumafloor.com). The warranty will be cancelled if the laminate flooring planks have not been maintained in the correct way, by using inappropriate cleaning products or methods. In case of doubt, ask your dealer for advice.
- The warranty can only take effect if the goods are delivered by the stockist in their original packaging. Sale goods are expressly excluded from the warranty as is the occurrence of external incidents or accidents of any type whatever.
- Before and during installation, inspect all the laminate flooring planks for any visible defects or faults. Planks with visible errors must not be laid as the installation of defective planks cancels the warranty.

- The warranty will not apply if the laminated surface is damaged due to:
 1. dropping objects of at least 1cm² in size.
 2. handling the floor with sharp objects.
 3. an unsuitable cleaning process.
 4. laying the flooring products in unsuitable rooms.
 5. unusual use and care and inappropriate treatment (for example: outside use of the flooring).
 6. natural disaster
 7. pet urine or other abrasive agents.
 8. any other unusual chemical or mechanical stress.

Upon submission of a valid warranty claim the customer shall be provided with a replacement board of similar quality and with the most similar decor layer (if the original decor layer is no longer commercialised) from Dumaplast's current range.

The material shall be delivered to the Dumafloor distributor located nearest to the purchaser. Dumaplast is not liable for installation costs, travel expenses, transportation costs or costs of third parties, directly or indirectly related to the complaint. The costs of any new installation or transport will not be borne by Dumaplast and therefore remain the responsibility of the end customer. Only the damaged planks will be replaced.

Dumaplast is not liable for any loss or damage directly or indirectly related to the complaint. This warranty does not mean that Dumaplast assumes any responsibility in respect of damage or defects other than those described in the warranty conditions, with the exception of legal responsibility concerning customer purchases.

With regard to claims where a floor has been installed and subjected to a longer period of use, a percentage shall be deducted from the new price for each year of the warranty period scheme.

The annual deductions are as follows for the Dumafloor :

- For the first 5 years after the date of purchase: 15% of the initial price per year.
- For the following years:
 - Residential use: 2.5% of the initial price per year during next 10 years
 - Commercial use: 5% of the initial price per year during next 5 years*

* For commercial use the warranty is limited to 10 years