

3. Warranties



BALTERIO LAMINATE FLOORING OFFERS THE BEST COMBINATION OF QUALITY AND VALUE IN A WIDE RANGE OF COLOURS AND STYLES. BALTERIO TAKES PRIDE IN THE STYLING AND DURABILITY OF OUR FLOORS AND IN OUR COMMITMENT TO HONOUR STRONG, RELIABLE WARRANTIES. IT MEETS STRICT PRODUCTION STANDARDS, WHILE OFFERING 10-YEAR TO LIFETIME WARRANTIES. WHEN IT COMES TO YOUR HOME AND FAMILY, YOU ONLY WANT THE BEST.

These guarantee conditions apply in all countries where the product is sold through (approved) distributors. Balterio laminate floor comes with a warranty in residential and, depending on the type of floor, commercial use which covers materials and manufacturing defects. The warranty becomes effective on the date of purchase. In order to make a warranty claim, the original, dated invoice, containing the distributor's stamp, must be submitted. The warranty terms are only valid for the first user/original purchaser of the Balterio laminate. The first user/original purchaser is the name mentioned on the original invoice. If the warranty is valid, Spanolux's Balterio division will replace or repair the laminate floor. The customer, however, must refrain from installing visibly defective planks. Customers must report such visible defects within 8 days after purchase. No complaints will be accepted after the end of this period. If the guarantee can be applied, the Balterio® division of Spanolux will replace the laminate floor. This solely involves replacement, where no damage or costs such as installation costs or other expenses will be reimbursed. Any liability of Balterio® other than by virtue of the guarantee obligation for the sole replacement of the laminate products is fully and explicitly excluded. Consequently, Balterio® cannot be held liable for costs including those of the removal and laying of the laminate products, travelling expenses or any other costs or damage. This warranty does not apply to products that have not been installed as described in the Balterio Installation Instructions using Balterio accessories. The replacement of the laminate products as provided for in these guarantee conditions is subject to a degressive scale, whereby ambient factors and the duration and intensity of use of the laminate products to be replaced are taken into account. The warranty takes the form of a sliding scale. This is to say that, when the scale is applied in terms of a percentage depreciation of the product. The duration of the warranty is indicated clearly on the packaging of every product.

What is covered and for how long?

- Balterio® laminated floors must be placed indoors in rooms suitable for laminate flooring. Spaces suitable for Balterio® laminated floors are specified on the packaging and on the Balterio® website (www.balterio.com). The laminate floors are not suitable for damp and/or moist areas such as, among others, but not limited to, bathrooms or saunas **except for the Grande and Traditions collection**. The boards of the Grande & Traditions collection are water-repelling. Thanks to the HydroShield protection, no water seeps through the click connection. This makes Grande/Traditions the ideal laminate floor in living rooms, bedrooms, kitchen & bathroom. On the Grande/Traditions laminate floors, Balterio® offers an additional guarantee on the water resistance in residential applications: see further. Rooms with an immediate access to the street need a transition between the street and the room where the laminate is installed.
- Wear resistance: Balterio guarantees that in normal conditions of use the laminated surface will remain wear resistant after purchase.
- Resistance to stains: Balterio laminate floor covering is resistant to stains such as red wine, ketchup, etc.

What is not covered by the warranty?

This warranty does not cover damage caused by:

- Wrong maintenance
- Accidents or unsuitable and wrong use
- Abnormal wear such as damage caused by spike heel shoes, inadequate protection against furniture, grit, sand and other abrasive materials
- Water damage caused by excessive fluid in concrete slabs, hydrostatic pressure, flooding caused by ice machines, refrigerators, sinks, dishwashers, piping and natural disasters
- Improper craftsmanship or installation not performed according to our installation instructions
- Inappropriate removal or replacement of panels
- Damage caused by the frame of vacuum cleaners and hard or metal wheels of desk chairs and/or wheels of furniture
- Damage caused by the urine of pets and/or other corrosive or abrasive substances
- Installation of Balterio laminate flooring on subfloors thicker than 3mm

What is excluded from this warranty?

Any other damage not covered by this guarantee is therefore not a liability of Balterio® and no compensation can be paid for such damage. Balterio excludes from the warranty any kind of follow-up damage and no payment for such damage shall be due. These types of damage include any loss and all costs for damage other than these caused to the actual floor covering and those that have been caused by a fault in the floor covering. Balterio does not recognise derived or implied warranties except those contained in this written warranty. This warranty is only valid if the Balterio Installation Instructions and conditions on maintenance and accessories as published by Balterio (see Balterio brochure or www.balterio.com) are complied with.

Note to the customer

Please keep your proof of purchase. To claim under the warranty, you must contact your dealer. For guarantee claims contact Spanolux NV divisie Balterio - Wakkensteenweg 37B - 8710 SINT BAAFS VIJVE - BELGIUM. The Balterio® guarantee conditions do not prejudice the guarantee legally applicable to the Balterio® products.