

Our guarantee

FALQUON GmbH (hereafter: FALQUON) provides buyer, in addition to the unencumbered guarantee under law, an additional guarantee covering the abrasion resistance of the floor's surface (**15 years for domestic use, 3 years for commercial use**). It extends from the date of purchase and covers the products as follows:

Conditions

Before and during installation FALQUON floors must be checked for any defects. No liability is accepted for installed floors despite visible defects. FALQUON floors must be installed properly according to the instructions, in a dry room and in accordance with the respective utility class. Abrasion areas on FALQUON floors must be clearly visible and at least 1 square cm in size, and in particular the design layer must be completely abraded. No liability is accepted for abrasion on the edges of the elements or for unusual or improper use, and in particular for damage caused by mechanical stress. Validity of guarantee is dependent on regular cleaning and maintenance of FALQUON floors as described in the care instructions. Claims under guarantee are valid only if submitted within 30 days of ascertaining damage and under presentation of the original receipt from the retailer. FALQUON reserves the right to examine the claimed floor on site.

Guarantee

In cases which fall under guarantee, FALQUON will deliver a replacement for the damaged goods. If the flooring in question is no longer available, then the buyer can choose a replacement of equal value from the current FALQUON product line. Since an annual 10% depreciation in the value of FALQUON floors can be assumed, delivery of a compensation product is dependent on payment of the appropriate difference by the buyer. No liability is accepted for further damages, like costs for installation, for reinstallation or transport-costs.

Indications

All the depicted colours and decors are non-binding. Please note that, due to technical reasons, the colour and decor examples in this prospectus may vary. Technical changes reserved. FALQUON assumes no liability for misprints or errors. Tests solely refer to the wear layer.

