

Nomad Flo SPC Stone Polymer Composite Flooring

Warranty Terms (Basic)

- Product must be installed, maintained and used following strictly the product installation instructions. Infringement will invalidate and void warranty.
- Product must be checked carefully for material defects under optimal light conditions before installation. Product with visible defects must not be installed. Installation implies acceptance.
- Warranty applies only to the first owner and the first installation of the product. It is not transferable. The owner must submit a proof of the purchase.

	Wear layer: 0,3mm	
	Residential class 23	Commercial class 32
Limited Structure Warranty Product is warranted to be free from hidden material defects	10 years	3 years
Limited Wear Warranty Vinyl layer of the product is warranted not to wear through under normal use	10 years	3 years

- Warranty period runs from the purchase date.
- Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes a layer beneath the decorative layer over a minimum of 5% of the total area installed. Indentations or scratches are not considered surface wear.
- Warranty does not cover the following:
 - Checks, splits, delamination caused by improper environmental conditions and/or excessive moisture in the substrate.
 - Expansion or contraction of planks due to seasonal climate changes.
 - Colour variation of product and/or samples.
 - Colour changes as the floor ages.
 - Damages caused by installation over unsuitable subfloors and/or with the use of unsuitable underlayment.
 - Squeaking, popping or similar noises.
 - Indentations and/or scratches caused by furniture, appliances, pets, high heel shoes, sharp and/or hard objects, sand, pebbles, etc.
 - Application of solvents, corrosives or other chemicals, including improper cleaning and/or maintenance products.

- Accidents, negligence, abuse or misuse.
- Damages to surrounding structure, like walls, subfloor, underlayment, skirtings, furniture, subfloor heating elements.
- We reserve the right to inspect the installed product, and remove samples needed to analyse the claim.
- In case of a justified claim we will repair or replace the product at our discretion. If the product is no longer available, we will refund the purchase cost less floor depreciation (see below).
 - If the justified claim is reported in writing within 2 years from the purchase, we will cover reasonable costs of the repair or reinstallation. In case of the purchase cost refund, we will also refund reasonable costs of the initial installation.
 - After the initial period of 2 years, we will only provide material needed for the repair or replacement. In case of the refund it will not include installation costs.
 - Wear layer: 0,3mm. The quantity provided for the repair or replacement, or the amount refunded will be:
 - after 2nd year until 3rd – residential installation: 80%, commercial installation: 50%
 - after 3rd year until 5th year – residential installation: 65%
 - after 5th year until 7th year– residential installation: 50%
 - after 7th year until 10th year– residential installation: 25%of the original quantity purchased / amount paid.
- Warranty gives specific rights but does not affect any rights of the purchaser provided by the local law.