
Durabella Terrazzo Flooring

Product warranty

Product

Duracryl International B.V. warrants the product Durabella for ten years from the date of purchase.

What is covered?

Duracryl warrants that its product Durabella will:

- be free from manufacturing defects.
- not rip tear or gouge from normal commercial use.
- not permanently indent from normal commercial use.
- not permanently stain from common commercial use.
- not permanently scuff from shoe soles.
- not fade or discolor from heat or sunlight.
- not discolor from moisture or underlayment panels.

Workmanship

Duracryl does not warrant installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Contractors who have demonstrated expertise in installing Durabella should install your Duracryl floor.

Terms

Within one year: if a defect covered by this warranty is reported to Duracryl in writing within one year of purchase, Duracryl will supply new material of the same or similar grade sufficient to repair or replace the defective material. Duracryl will also pay reasonable labor costs.

Withing five years: if a defect covered by this warranty is reported to Duracryl in writing after one year, but within five years of purchase, Duracryl will supply new material of the same or similar grade sufficient to repair or replace the defective material. Duracryl will also pay 50 percent of reasonable labor costs.

Between five and ten years: if a defect covered by this warranty is reported to Duracryl in writing after five years, but within

ten years of purchase, Duracryl will supply new material of the same or similar grade sufficient to repair or replace the defective material. Duracryl will also pay 25 percent of reasonable labor costs.

Duracryl will not pay any labor costs to repair or replace materials with defects that were apparent before or at the time of installation.

What is not covered by this warrant?

The following are not covered by this warranty:

- improper installation.
- damage caused by fire, flooding or intentional abuse.
- damage caused by cutting from sharp objects.
- damage caused by abuse such as moving appliances across the floor without adequate protection.
- differences in color between products and samples or photographs.
- discoloration
- failure of the floor to adhere to the subfloor due to, for example, moisture, alkaline or hydrostatic.
- change in color as a result of the natural change by UV-light.
- pressure from the subfloor.
- damage caused by use of high-alkaline or aggressive cleaning agents such as bleach or ammonia.

Warranty owner

This warranty extends only to the original end-user and is not transferable.

We want you to be happy with your Durabella Terrazzo Floor. Please contact the local distributor if you need any help. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please call us at +31 10 458 85 52.

Please keep your receipt. Duracryl needs the receipt in order to verify date and proof of purchase to resolve any problems that may occur.

Duracryl International B.V.

Elandstraat 91
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Website www.duracryl.com

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What is excluded from this warranty?

Duracryl excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the terms of this written warranty. Please note: some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. Also note: this warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

This warranty applies to floors purchased after 1 January 2017.

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED. DURACRYL EXCLUDES ANY LIABILITY FOR ANY INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES. THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

Durabella

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