

WARRANTY – FLEXURA FLOORS

Residential use: 20 years

Commercial use: 10 years



Flexura Floors is a Belgian manufacturer of veneered parquet flooring. The Flexura Floors quality standards are backed by the warranty terms and conditions below.

1. The producer is responsible for manufacturing hidden defects; these are defects that were not visible before or during the installation of the Flexura floor.
2. The warranty starts from the date of purchase. The invoice counts as proof of the date of purchase and only applies to the first owner.
3. The floor has to be installed correctly according to the Flexura Floors installation instructions. The warranty covers regular use. Only abnormal abrasion is covered by this warranty. Are excluded: scratches, heavy impacts, humidity, damage caused by incorrect use or maintenance, accidents.
4. Floor planks showing visible defects may not be installed at all. Planks with visible defects that are installed nevertheless are excluded from this warranty.
5. If you have a defect which falls under the conditions mentioned in this warranty, you should report this to Flexura Floors in writing by means of a registered letter within 14 days after detecting the defect. In your letter you should include a copy of the invoice. Late complaints shall be inadmissible.
6. In case of a justified and admissible complaint, the producer will redeliver or compensate the faulty floor boards, at the producer's discretion. In case the product in question should no longer be available, a replacement by an alternative product of the same quality will be ensured. The warranty provided only relates to the floor boards supplied. The cost of removing and replacing the material is borne by the purchaser.
7. The warranty period will not be affected after the complaint is acknowledged and resolved.
8. This warranty applies worldwide.
9. Flexura Floors does not offer any warranties except those written in this document. No other warranties of any kind are granted, either explicitly or implicitly, including sale ability or suitability for a specific purpose. Flexura Floors is not liable for labor costs, installation costs or similar costs; consequential/secondary damage, unusual damage and incidental damage are not covered by this warranty.

Warranty will not be applicable in case of:

1. The floor not having been fitted in accordance with the Flexura Floors installation instructions.
2. The defects and/or faults were noticeable prior to the floor being fitted.
3. Defects and/or faults having arisen due to dampness and/or water damage or any other causes as a result of force majeure.
4. Defects and/or faults having been caused by improper use, improper storage or negligence and failure to use the product for its intended purpose as well as having been caused by having disregarded the instructions with respect to use and maintenance or any warning and overdue maintenance.
5. Optical faults having arisen as a result of any deformation of the floor boards due to changed climate conditions, in case of any variations in color due to the influence of sunlight and the effects of regular aging and/or wear and tear of the finishing coat.

6. Stains or mechanical damage of the surface (scratches and dents etc.) resulting from improper treatment during transport, storage and in case of any damage caused by stiletto heels, furniture, stones, sand, pets etc.
7. In case the floor was installed over an electric underfloor heating system. Unless inspection took place and written consent was given by Flexura Floors NV. (condition: the surface temperature may never exceed 28°C).
8. In case the floor was installed over a reversible underfloor heating system, which cools down over the summer months and thus the surface temperature falls below 18°C.
9. Normal wear and tear: each lacquered wood floor following Industry Standards is subject to normal wear and tear. Wear and tear resulting from failure to observe Industry standards for maintenance and useful recommendations by Flexura Floors, are hereby excluded from this warranty.
10. Discoloration: each wooden floor is subject to discoloration. Under the influence of sunlight the color of the wood may either darken or lighten. This is a natural process.
11. Difference between production batches: as wood is a natural product, there will be variations. Flexura Floors NV strongly advises to mix 3-4 cartons before installation and to not mix two different production batches. You can find the date of production on the end carton label.
12. Normal color and wood structure variation: wood is a natural product. Each plank is different and unique.