

Balterio Warranties:

Balterio laminate flooring offers the best combination of quality and value in a wide range of colors 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. 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. This warranty does not apply to products that have not been installed as described in the Balterio Installation Instructions using Balterio accessories. 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?

- 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.
- Water warranty: Balterio Extra Moisture Resistant is moisture resistant. The products must be installed indoors. To ensure optimum water protection, 100% water-tight silicone must be used around the entire periphery of the room. This type of floor can be used in moist environments such as (but not limited to) kitchens, porches, lobbies and wash-rooms (excluding bathrooms, swimming pools and saunas). However, if a leak occurs, it is important that you soak up the liquid immediately.

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

What is excluded from this warranty?

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 recognize 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 are complied with.

NOTE TO THE CUSTOMER:

Please keep your proof of purchase. To claim under the warranty, you must contact your dealer.

Warranty periods:

AMBASSADOR

AMBASSADOR TOUCH

GENERATION

20-year warranty in residential use

10-year warranty in commercial use

NATURAL STYLE

AUTHENTIC STYLE

TRADITION

TRADITION QUATTRO

TRADITION SCULPTURE

25-year warranty in residential use

12-year warranty in commercial use

REFLEXIONS

REVOLUTION

CONFIDENCE

Lifetime warranty in residential use (*subject to a maximum of 33 years)

15-year warranty in commercial use