BerryAlloc laminate warranty conditions

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This warranty document applies to all BerryAlloc DPL laminate floors.

- This limited warranty is only applicable to the first installation by the original customer. The limited warranty is not transferrable.
- This warranty starts on the original date on which the customer, mentioned on the purchase invoice, has bought the floor.
- The limited warranty is applicable to all DPL laminate floors to the extent that they are purchased after the edition date of this document.

BerryAlloc DPL (Direct Pressure Laminate) floors are guaranteed for a fixed number of years, under normal use conditions, starting on the invoice date.

Product	class	warranty first owner	wear resistance	fade resistance	stain resistance	water resistance
Ocean 8 V4, Ocean 8 XL, Ocean 12 V4, Ocean 12 XL, Chateau+	23/33	residential use [1]	lifetime [2]	lifetime [2]	lifetime [2]	15 years [3]
		commercial use [1]	10 years [3]	10 years [3]	10 years [3]	5 years [3]

1) Area of use is defined according to EN 13329. Intensity of use is defined according to EN 685.
2) Lifetime : The value of the product is not reduced within the first 5 years. In the next 15 years the value of the product will depreciate with 5 % every year. After 20 years the product will remain at a 25 % value level compared with the purchase price.
3) The value of the product is not reduced within the first 3 years. After 3 years the value of the product will depreciate with a defined percentage each year (percentage depending on remaining warranty period).

The services presented in this warranty document do not prolong the warranty nor do they start a new warranty period.

This warranty covers defects in materials and/or workmanship relating to :

Wear resistance

The decorative surface of BerryAlloc DPL has a resistance to abrasion according to the class of the product as defined in EN13329. Surface wear is defined as worn out spots larger than 1 cm².

Fade resistance

BerryAlloc DPL will resist fading from exposure to indirect sunlight or normal artificial light.

Stain resistance

BerryAlloc DPL will resist stains on the decorative surface. For further information see Care & Maintenance instructions of BerryAlloc.

Joint integrity

Perfect installation – The BerryAlloc DPL floorboards align perfectly.
Added value – Correctly installed BerryAlloc DPL floors can be dismantled and after being correctly stored, can be reinstalled.
Easy floorboard replacement – The BerryAlloc DPL floorboards can easily be taken up to replace damaged floorboards.

laminate.

Water resistance

- BerryAlloc Hydro+ laminate floors will resist water spillage under normal use conditions described in the installation instructions and/or care & maintenance instructions of BerryAlloc. The same cleaning instructions apply for a BerryAlloc Hydro+ floor as for other BerryAlloc laminates.
- A spilled liquid on a Hydro+ floor should always be absorbed as quickly as possible, but certainly within 72 hours.
- Hydro+ floors should not be installed in continuously humid rooms or in rooms where the temperature can be high, such as saunas, showers or swimming pools.
- BerryAlloc Hydro+ laminate should always be finished with the Hydro+ accessories as described in the installation instructions.

Provided that :

- the floorboards were checked for visible defects prior to the installation. Floorboards with visible defects are NOT to be installed. Complaints for such defects will not be accepted after the installation. If you discover visual defects, keep the planks and notify your distributor.
- the product was installed in areas that correspond with its intended use, and in accordance with the classification referred to in the installation instructions and on the box.
- the product is installed and used indoors in a climate of 18-25 °C with corresponding relative humidity of 40-60 % RH.
- the product is installed in accordance with the installation instructions of BerryAlloc, which are included in the packaging. If you cannot find the instructions, or if you need a more detailed explanation, you should request them from the distributor/manufacturer, or consult them on *www.berryalloc.com*. We recommend using the BerryAlloc accessories, and for commercial applications use the BerryAlloc aluminium floor profiles.
- For all BerryAlloc DPL laminate flooring, the underlay must have a compressive strength of at least 60 kPa (tested according to EN 16354:2018) and a thickness between 2 and 3 mm. Specifically for BerryAlloc Chateau+ in floating installation, the underlay must be BerryAlloc Excellence Plus or an other underlay with a thickness between 2 and 3mm and a compressive strength of at least 130 kPa. An underlay with a lower compression strength can damage the locking system, cause squeaking and joint openings, and will shorten the life span of your floor.
- the product is maintained in accordance with the care & maintenance instructions of BerryAlloc.
- the product has not been treated in any way after installation (e.g. polished or waxed).
- the laminate is not installed under kitchen cabinets or under very heavy objects. Never install built-in cupboards on your laminate floor. Leave an expansion joint so that the floor can move and finish with a floor profile.

The product warranty does not cover damage to the product caused by :

- transport, storage and handling
- improper installation
- accidents, product misuse or product abuse, such as :
  - cracks, blows and cuts caused by falling/dropped objects, cutting or grinding objects
  - scratches and finish damages caused by sand, grit or other abrasive materials, regardless of whether these are caused by a contractor, service company or the end user
- normal wear and tear (aging), i.e. scratches, friction marks and similar marks in the floor surface
- higher traffic than the area of use the laminate is designed for
- improper maintenance or use of unsuitable cleaning agents. The correct cleaning procedures can be found in the care & maintenance instructions of BerryAlloc.
- flooding water (with or without detergents) or trapped water between the BerryAlloc floorboards and the subfloor.
- exposure to extreme temperature changes
- strong chemicals with corrosive substances
- pet urine

What to do in case of an unlikely defect?

You should contact your dealer within 2 weeks of the date upon which the defect first became known. Documents that should be submitted to BerryAlloc when reporting the claim are a filled out claim form (can be obtained by mailing aftersales.berryalloc@bintg.com) accompanied by a copy of the original invoice. BerryAlloc has the right to inspect the floor and the way it was installed, on the spot.

If a product problem covered by the warranty is acknowledged by BerryAlloc, the manufacturer will issue a credit note for the defective floorboards. The product warranty does not cover any labour cost associated with replacement of damaged material covered by the warranty. This warranty does not cover any consequential or special incidental charges, damages or losses.

This warranty grants you specific legal rights, which may vary from country to country.
Some countries do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages and in such event, the exclusions and limitations set forth above shall be construed and enforced to the fullest extent possible by the laws of any such state. Accordingly, some of the above limitations may not apply to you.

This limited warranty is granted by BerryAlloc NV, having its registered office at Industrielaan 100, 8930 Menen, subscribed in the register of legal entities of Gent (division Kortrijk) under business registration number 0463.120.461.