

Terms and conditions of the IVC Commercial product warranty

1. Warranty duration

IVC BV (part of UNILIN Flooring), the floor covering manufacturer, guarantees its products from the date of invoicing against any hidden defect that may adversely affect the life of the product. The duration of the warranty starts from the date of installation and under normal conditions of use. Further warranties for specific attributes need to be requested before the time of purchase.

Product	Warranty duration in years	Product	Warranty duration in years	Product	Warranty duration in years
Ranger	20	Optimise 70	12	Centra 70	7
Iperform 370	15	Itec 419	12	Adriatico 70	7
Iperform 470	15	Itec 319+	12	Logisol	7
Iperform 70	15	Tempo	12	Logitex	7
Isafe 70	15	Logitex Ultimate 55	12		
Pionier	15	Logitex Ultra 50	12		
		Silento 55	12		
		Batimax Plus	12		
		Batimax	12		
		Nomad	12		
		Nerutex	12		
		Batitec	12		
		Voyager NXT	10		

2. Warranty remedy

Taking the obsolescence of the product into account, compensation will be offered at a flat rate proportional and degressively to the time elapsed (see below) and will only relate to the initial value of the floor covering in order to arrive at zero at the end of the warranty period. The warranty period starts on the day of installation:

15 years

1 st year	100%	4 th year	70%	7 th year	45%	10 th year	30%	13 th year	15%
2 nd year	100%	5 th year	60%	8 th year	40%	11 th year	25%	14 th year	10%
3 th year	80%	6 th year	50%	9 th year	35%	12 th year	20%	15 th year	5%

12 years

1 st year	100%	3 th year	80%	5 th year	60%	7 th year	40%	9 th year	25%	11 th year	15%
2 nd year	100%	4 th year	70%	6 th year	50%	8 th year	30%	10 th year	20%	12 th year	10%

7 years

1 st year	100%	2 nd year	100%	3 th year	80%	4 th year	60%	5 th year	45%	6 th year	30%	7 th year	15%
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3. Warranty conditions

Usage must correspond to the definitions according to the CE category of usage (ISO 10874) or UPEC classification in France.

It is recommended that a daily log will be kept by the installer and signed off by the general contractor.

It should contain at least the following data:

- Batch numbers of all used materials (such as preparation material, adhesives and Heterogeneous Vinyl)
- Installation conditions (temperature of the air and the subfloor, relative humidity of the air, moisture content of the subfloor)

- Exact description of the area of installation

4. What is not covered by this warranty?

1. Damage / discoloration caused during transportation that is not reported at the time of delivery.
2. Damage caused during storage or treatment before fitting.
3. Damage due to use of the floor in an outside / external location.
4. Improper Installation: material installed not in accordance with the General Instructions, including any and all problems caused by the use of non-recommended adhesives, underlayment and/or preparation of the sub-floor, are not warranted.
5. Damage caused by the presence of damp in the underlying surface, including damp from improperly cured leveling compounds and/or adhesives.
6. Labor costs to repair or replace material with visible conditions that were apparent before installation.
7. Improper maintenance which results in the loss of gloss or the build-up of a blurry layer over the surface. This includes damage caused by steam mops. Absence of proper entrance walk-off material, which is able to remove large amounts of dry soil as well as absorb water or oil-based moisture.
8. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
9. Damage caused by moving appliances or heavy furniture without protecting the floor (always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four wheel carts etc.).
10. Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: casters on furniture, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
11. Damage caused by appliance or plumbing leaks or steam mops.
12. Fading or discoloration due to excessive sunlight.
13. Discoloration caused by the use of latex or rubber-backed floor mats and rugs or any other flexible plastic containing plasticizers. Note that some synthetic backed rugs contain latex in the manufacturing process that may discolor your floor and leave stains.
14. Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering.
15. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, intensive foot traffic with safety shoes or any other foot wear containing migrating plasticisers, etc.
16. Damage caused by remodel or construction related activities.
17. Any unreasonable expectation, not in line with the specifications as defined in the relevant International Product Standard (see datasheet).
18. In no event shall IVC BV be liable for any incidental or consequential damages. All implied warranties which may arise by implication of law or application of course of dealing or usage of trade - including but limited to, implied warranties of merchantability or fitness for a particular purpose - are expressly excluded. No warranties, express, implied, statutory, or otherwise, extend beyond those expressly set forth in this warranty, and all such warranties are expressly disclaimed. By implied warranties we mean warranties that the law presumes to have been given by the seller even though they are not set out in writing.
19. The warranty of IVC BV is in any case limited to 1x the invoiced value of the total project, subject to the degressive scale as mentioned in article 2.