

# DICKSON WOVEN FLOORING

## 15 year standard warranty

**DICKSON CONSTANT guarantees all products in its Dickson Woven Flooring range against any manufacturing defects. This warranty is valid for fifteen (15) years from the date of purchase.**

- The warranty applies to:
  - first choice products
  - sold to the first end user
  - fitted indoors by a professional, in accordance with the DICKSON CONSTANT recommendations and NF DTU standard No. 53.2.
  - maintained in accordance with the DICKSON CONSTANT
  - the defects of which are attributable to an error of manufacturing by DICKSON CONSTANT.
- Faults must be reported within fifteen days of finding by registered letter with acknowledgment of receipt, accompanied by a copy of the invoice, sent to the fitter who issued the invoice.
- **All work on the defective product must be discontinued upon discovery of the defect.**
- Any claim authorises DICKSON CONSTANT and/or its insurance company to inspect the product on site and collect samples for expert studies.
- The warranty is strictly limited to the provision of a replacement or, at DICKSON CONSTANT'S discretion, a refund corresponding to the invoice value, less depreciation, of the section of the flooring found to be defective, excluding any fees and any other compensation, for any reason whatsoever.

The warranty does not, under any circumstances, cover the replacement or refund of the total surface area of the flooring.

Depreciation linked to wear and tear will be taken into account. A deduction of 6% per year of use will be applied to the refund from the 25<sup>th</sup> month after purchase.
- Replacement or refund of the defective parts of the flooring will not prolong the duration of the warranty period.
- **The warranty does not cover:**
  - Defects from aging or normal wear and tear of the flooring;
  - Variations in colour, shades and patterns compared to samples, presentations or other batches of the product;
  - The consequences of installation, environmental, operational, or maintenance conditions which do not correspond to normal circumstances, professional practices, the requirements of DICKSON CONSTANT or the destination of the flooring;
  - Repair of damage or defects resulting from accidents or negligence not attributable to DICKSON CONSTANT or resulting from force majeure.

**Benefitting from this standard warranty does not affect your statutory rights.**