

WARRANTY PROVISIONS CLICWALL WALL PANELS

The statutory warranty in the country or state of purchase shall apply without restriction to the products listed above. In addition to this, UNILIN bvba will guarantee that the UNILIN ClicWall wall panels are free of manufacturing or material defects as from the date of purchase.

This warranty lasts 10 years. The date of purchase is the date on the receipt.

The original, dated receipt, bearing a stamp from the distributor or sales outlet, must be presented. The warranty can be invoked only if all of the conditions stipulated below are satisfied. In case of doubt please consult the manufacturer, the distributor or your sales contact.

1. This warranty can be invoked solely by the initial owner and upon the initial installation of the product and is non-transferable. The initial owner is defined herein as the person who is mentioned as the buyer on the original purchase receipt.
This warranty applies to all purchases of ClicWall wall panels of the UNILIN brand manufactured after the publication date of these warranty terms and conditions (8 January 2019),
2. This product warranty can be applied solely to defects (material or production defects) inherent to the material supplied. The product will be either repaired or replaced, at the discretion of UNILIN bvba. If the relevant wall panel is to be replaced, only new panels from the range that is in stock at the moment that the complaint is accepted will be supplied by the distributor or other sales point.
3. ClicWall must be transported or stored in accordance with the instructions in the installation guide on www.unilinpanels.com.
4. The warranty for wall panels applies exclusively to panels that have been installed inside a building, in a dry environment. The wall panels may not be installed in damp and/or humid areas, in extremely dry areas or in areas with extremely high temperatures (e.g. saunas). The installation conditions can be consulted in the ClicWall Installation Guide on www.unilinpanels.com.
5. The wall panels must be installed in accordance with the installation method described. If the installation is not carried out by the end user, the installer must submit at least one copy of or a reference to the ClicWall Installation Guide to the end user.

Any moisture left on the wall, maintenance using an excessive amount of water or the use of improper cleaning products must always be avoided.
The installation and maintenance conditions can be consulted in the ClicWall Installation Guide on www.unilinpanels.com.
6. The damage to the product must be clear and may not be the result of faulty installation, improper use or accidents, including damage of the mechanical nature, such as heavy shocks, scratches or dents.
7. Liability arising from this warranty is limited to:
 - Hidden defects that are present at the moment of delivery. Hidden defects are flaws that were not visible before or during the installation of the wall panels.
 - The cost of bringing the material into conformity, including the cost of shipping and all costs associated with wages and materials, will be borne by the buyer.
 - UNILIN bvba can never be held liable for any form of consequential damage.

8. The wall panels must be carefully inspected for material defects before and during installation. Products with visible defects may not be installed in any case whatsoever. Any material that has been processed will be deemed accepted. UNILIN bvba must be informed in writing of such defects within 14 days. After this term has expired no complaints will be accepted. UNILIN NV is in no way responsible for any loss of time, inconvenience, expenses, costs or any other consequential damage caused by or arising as a direct or indirect result of a problem for which a claim was submitted.
9. Subtle differences in colour between the individual panels are inherent to the production process. Every colour gradation will be deemed as normal wear and tear of the product in relation to its age.

Any heavy materials attached to the installed ClicWall must be connected to the bearing structure and not solely to the ClicWall panels.

10. All notification of defects must contain a complete file, including a description and photographs of the problem, notification of the time and information about the space in which the problem occurred.
11. UNILIN bvba does not offer any other guarantees, whether explicit or implicit, than those described in this document, including guarantees with regard to the saleability or suitability of the product for a specific purpose, and no other solutions will be available than those set down in this document. In some countries the exclusion or limitation of incidental or consequential damage is not permitted, in which case the above-mentioned exclusions or limitations may not be applicable to you.
12. The statutory warranty is issued on a pro rata basis. A pro rata warranty is a warranty in which the repayment or credit amount will decrease according to a fixed formula in proportion to the expiration of the warranty period. The value of the original warranty will be reduced in proportion to the time during which you have been in possession of the product. If a damage claim is submitted, the value of the warranty will be calculated as a percentage of the possession based on 10 years. The services provided within the framework of this warranty will not extend the original warranty term.

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

- Faulty installation
- Accidents, defective or improper use (e.g. scratching, denting, denting or damage from abrasive materials), caused by the contractor, a service company or the end-user
- Exposure to extreme temperatures
- Water damage
- Fire or explosion
- Improper maintenance

UNILIN bvba is not responsible for the cost of labour, installation costs or similar costs. Consequential damage, exceptional damage and incidental damage cannot be recouped under this warranty. This warranty will entitle you to specific legal rights, but you may also have other rights that can differ from country to country.

These provisions are governed by and must be interpreted in accordance with Belgian law. Application of the treaty with regard to international sales agreements regarding immovable property (the Vienna Sales Convention) will be excluded explicitly in accordance with Article 6 of the aforementioned treaty. All disputes that may arise in connection with the current provisions will be settled exclusively and definitively by the competent courts and tribunals in the court district of West Flanders, Kortrijk division.

For service under this warranty we kindly request that you contact your local ClicWall sales contact.

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