



CLICWOOD grants a 15 years residential warranty

ClicWood is a quality made product! Our quality standards are backed by following warranty conditions. On fulfillment of the following conditions below ClicWood grants following warranty. In case of any doubt, contact the local distributor or the manufacturer.

Warranty conditions

1. Decospan NV guarantees recognized failures in the product or manufacturing faults (example delamination). Decospan NV will repair or exchange the product according to its choice. In case replacement is decided, only products from its current range at the time of the exchange can be considered. No other way of compensation will be accepted.
2. The warranty only covers the original owner and first time installation. The owner is the one who is mentioned as buyer on the purchasing invoice.
3. Panels with visible failures should not be installed. In the case of any defect being detected, a replacement will follow within a week, without any cost for the buyer either from the manufacturer or its distributor. Visible failures that are installed in the floor are not covered by the ClicWood warranty. If you discover a problem with your ClicWood floor that would be covered by the warranty, you must mention this within 14 days after the detection with a written notice to your ClicWood distributor and/or the manufacturer accompanied by a copy of your purchasing invoice.
4. ClicWood must be installed and maintained according to the ClicWood fitting instructions and maintenance instructions together with the approved maintenance products. Proof may be required that maintenance and installation have been done according to the instructions. Instructions can be found on the website www.ClicWood.com and/or at your distributing point but also on the packing of each ClicWood box.
5. Each lacquered wooden floor used under normal circumstances is subject to normal wear and tear. This is not covered by the current warranty. What also is not covered under this warranty are: scratches from moving heavy objects on the floor, impact damage, humidity damage, consequential damage, damage by misuse or poor maintenance, accidents (example fire or heavy objects hitting the floor). Legs of furniture should be equipped with adequate protection material. Chairs or furniture on wheels must be equipped with soft wheels. A protective mat can offer optimum protection under office chairs.
6. Sand or grit should be avoided at all times. Adequate protection at the entrance for cleaning shoes is essential.
7. In the case of a claim under the warranty being approved, Decospan will determine when and where the floor will be repaired or exchanged in compensation for the damage.
8. The warranty is degressive and covers only the product but not the break-out or replacement cost. A degressive warranty is a warranty by which the value is lower according to the length of previous use. The original warranty stays in place by the repair or the replacement and does not start again.
9. The ClicWood warranty only covers in-house use and residential use. An individual written warranty must be claimed by the manufacturer for each other purpose.
10. Decospan NV does not offer any other warranties than those written in this document.