

Warranty

EcoTravers Sp. z o.o., as the warrantor, provides the buyer with a warranty for the products of the entire composite decking tile system of the EcoTravers Standard, 3D and Premium series according to the rules specified below.

Warranty conditions:

1. The warranty is provided only for defects inherent in the products.
2. The warranty is valid in the territory of the European Union.
3. The warranty period for deformations, cracks, warping (excluding mechanical damage caused by impact or static loading) is 2 years.
4. The warranty period with regard to rotting, decaying and damage caused by insects is 5 years.
5. The warranty period is calculated from the date of purchase of the goods on the basis of an invoice or receipt.
6. Proper care and correct installation on a substrate suitable for such elements (the substrate should be flat, secure and have a 2% slope in order to eliminate water retention under the panel) is a prerequisite for exercising the rights arising from this warranty.

The warranty does not apply to:

1. Mechanical damage caused by garden furniture or other items of equipment that have thin and sharp adhesion surfaces to the floor. The foot of the furniture or other piece of equipment should have an area of at least 3.5 x 3.5 cm.
2. Damage resulting from incorrect installation or from an improperly prepared substrate and/or structure for the installation of the tiles.
3. Mechanical damage caused by e.g. excessive load, impact, scratching with a sharp object.
4. Stains or discoloration caused by greasy or caustic substances, paints, lacquers, etc.
5. Shade changes caused by uneven exposure to light
6. Changes to the color and surface texture of the boards caused by use and natural ageing of the product, exposure to UV rays and water.
7. Dimensional variations of the products not exceeding 2%.
8. Dimensional changes of the products caused by temperature due to material expansion.
9. Color differences between different production batches.
10. Products used for purposes other than those specified by the manufacturer.
11. Products installed in a defective manner or not in conformity with the installation instructions and/or product data sheet.

Warranty enforcement:

1. To be considered, a complaint must be made in writing no later than 14 days after the discovery of the product defects. If this deadline is exceeded, the complaint may not be approved.
2. All claims relating to the receipt of goods not in conformity with the contract or having apparent defects must be notified to the seller before the installation of the product within a maximum period of 7 days of receipt of the goods. After installation of the products, claims regarding non-conformity with the contract or aesthetic defects (visible damage, colour differences) will not be considered.
3. The warrantor has the right to inspect the installation of the product in order to examine and determine the occurrence of defects covered by the warranty.
4. The duration of the complaint processing is 14 days, in case of the need to inspect the goods at a distance, this time may be extended.
5. If a complaint is accepted, the Warrantor undertakes to deliver defect-free products to the Buyer at its own expense within 30 days. Products delivered as a replacement or exchange are covered by this Warranty only for the remaining period of the original Warranty.
6. In the event that a complaint is accepted, the item being complained about or returned must be packaged and secured so that it can be loaded and transported efficiently and safely.
7. The costs of transport and other costs relating to the handling of the complaint in the event of non-acceptance shall be covered by the Purchaser.
8. In the event that the defect is impossible to remove or its removal will entail excessive costs, the warrantor may reduce the price of the product. The manner in which the warranty claims are fulfilled depends on the Warrantor. If it is not possible to supply the same product, the Warrantor will supply a substitute product meeting similar characteristics.
9. The Warrantor will not compensate for any additional costs and losses related to the use of the product (such as assembly, disassembly, storage).

The warranty does not exclude, limit or suspend the Buyer's rights under the warranty regulations for defects of the sold item.