

Wall Panelling Warranty

Collection: WALL TEC

The object of this warranty, the only product manufactured exclusively by FAUS INTERNATIONAL FLOORING S.L. (Hereinafter FAUS), in which the warranty stamp is specifically identified provided by the manufacturer, hereinafter "the product", issuing this guarantee as follows:

1. FAUS guarantees the product to the customer, provided it is used in accordance with the uses for which it was designed and specified by the manufacturer, during 5 years from date of purchase (Hereinafter "Guarantee Period").
2. For the application of this guarantee, it must be considered that the product is subject to an annual depreciation. Therefore, in case of application of this warranty, the value of the product will be calculated by applying a depreciation of 1/5 of the value of the installed product in the corresponding time. The date of purchase will be taken as reference of the beginning of the depreciation and the date of the claim as the final count.
3. This Guarantee shall apply only to those product defects arising in the production process, ie not caused during or by reason of transportation, handling, preconditioning or product installation.
4. Before installing this product it should be inspected carefully to detect any damage or visible defects (color changes, brightness differences, lack of paper, etc.), since the installation of these parts is not covered by this Guarantee. This Guarantee shall expire 30 days after purchase for defects visible to the naked eye.
5. You should read carefully the installation instructions, cleaning, care and maintenance, being necessary to prove the correct steps of them so you can implement this guarantee, You can find the instructions in every packages, if they were missing, you should contact the place where the product was purchased and request a copy of them for free, or go to FAUS INTERNATIONAL FLOORING S.L. (Calle Jovada nº14 España CP.-E46727 Spain) If you have any questions regarding the installation or maintenance of the product, please contact your supplier.
6. Guarantee will only be effective if you contact the supplier within 30 days after noticing about the defect. It is imperative that you present the proof of purchase and contact the supplier before you have completed the Guarantee period. This Guarantee applies only to the original purchaser and in any case it can be handed on third parties.
7. FAUS reserves the right to inspect the product and / or installation, subject of the claim and in any case collect or request any information regarding the product, installation, maintenance, use of the product necessary for a proper assessment of the claim.
8. This Guarantee does not cover any additional costs on the purchase value referenced by way of installation, cost of replacing and / or dismantling or removal of the product, additional materials required or penalties (eg, due to delays in finalizing works, etc.).
9. FAUS is not responsible, nor to the customer or any third party for any incidental or consequential damages caused by breach of the provisions of this guarantee.
10. The replacement product will be warranted for the remaining time from the occurrence of the claim by the client until after the appropriate Guarantee period, counted from the date of purchase in respect of when the complaint was issued.
11. This Guarantee does not cover indentations, scratches, damage caused by natural agents (water, erosion, insects, etc..), Damage caused as a result of having made changes in the product, or damage caused by negligence. Nor does this Guarantee apply if you do not comply with the installation instructions and / or maintain the product, not using the product for the purposes for which it was made, not complying with the recommendations of use determined by the manufacturer, the client attempting to eliminate the faults on his/her own or with help from others or has not communicated in writing to the place of purchase the motives of his/her claim, attaching the invoice.
12. If this Guarantee is applicable damage shall be visible from a distance of 1.50 m. At lower values than those mentioned, the deterioration of product is not considered within the Guarantee conditions.
13. FAUS responsibility is limited to the return of the damaged product of equal design and features, and if this is unavailable, any other chosen by the customer of equal value, calculated in accordance with clause 2 of this contract. FAUS does not authorize any customer or third party to create any additional liability or responsibility for the product FAUS.
- 14) Defects not attributable to the manufacturer, such as scratches, indirect defects, dents, defects due to moisture; misuse or improper maintenance, any discolouration in the time may not be covered by warranty.

In case of complaint, we thank you to fill in this questionnaire and attach to the invoice of purchase (duly stamped by the dealer) to file your claim:

Buyer Information:

Name:
 Address:
 Phone:
 Population:
 Postal Code:
 Purchase Date:

City:
 Country:
 Date and Signature:

Dealer Information:

Name of the dealer where the purchase was made:
 Address:
 Contact Fax or email:
 Population:
 Postal Code:

City:
 Country: