

GUARANTEE: 1OAK ÚNICO

For any additional question, please contact us at info@yvvyra.es



Your 1OAK flooring is guaranteed for 15 years from the date of purchase and according to the following terms:

- The material that may present defects at the time of delivery is guaranteed, and they had hidden defects that were not visible before opening the boxes.
- Installation for domestic use, offices, hotel rooms, boutiques is guaranteed. etc. Installations with another type of use or wet areas (kitchens and bathrooms) are excluded from this warranty.
- The warranty will be valid as long as the installation and use of products of maintenance have been used under the manufacturer's recommendations.

Provisions

The guarantee will be applicable as long as the claim is presented before 30 calendar days. Upon purchase of the material, the reason for the claim should be written and submitted, and should include the invoice.

- The manufacturer undertakes responsibility to replace or refund only the damaged part according to conditions of this warranty.
- In case of model discontinuity, the manufacturer will provide the equivalent alternative according to the models in the range at that time being.
- This warranty only refers to the material, labor is excluded, as well as any other additional material that may have been damaged.
- With the purchase of the product you accept the guarantee according to the clauses described in it and will not be extended under any circumstances.

In the event of any claim or dispute related to the content of this warranty, either party may request the opinion of an independent expert. The client may proceed legally after 1 month since you made reference / use of this clause.

- If the previous clause is applied, the costs will be agreed in advance between the parts. This clause is intended to be an addition and not an exclusion of the statutory rights of the consumer who has no professional or commercial capacity.

The warranty will be void in the following cases:

- If the flooring has not been installed according to the installation instructions
- If the defects could be visible before proceeding with the installation
- If the defects or alterations of the material arose due to a problem of humidity, water or other causes that cannot be attributed to the manufacture or the manufacturer.
- If defects or alterations occurred due to negligent or incorrect use as well as the installation or if the maintenance instructions have not been followed.
- Changes in tables due to altered and changing climatic environment, or color change due to U.V. or the consequences of normal aging due to use and wear of the soil.
- This warranty only applies to the first owner of the pavement.
- Stains or mechanical damage to the surface (scratches, holes etc.) due to negligent treatment of transportation or storage by the professional, or pets, furniture etc, by the private customer.
- This guarantee only responds to Spanish law, any legal dispute must be held in the courts of Barcelona, Spain.