

GUARANTEE CONDITIONS

Dear Customer,

Thank you so much for purchasing our DecorDream covering. We wish our product provides you an excellent result for a very long time.

In the following document you are going to find the guarantee conditions you got after buying our product. Read carefully the Installation Guide where you will find detailed the related questions with the parameters and rules of the installation.

WHAT IS THE GUARANTEE COVERAGE?

This guarantee cover the defects of the materials related to stains, decolouration, wear resistance and local humidity. The customer must avoid the installation of defective tiles and planks. The customer must inform of these visible defects between eight days from the day of the purchase. Any complain after this period will not be accepted. The guarantee is not applicable to products that hadn't been installed following the installation instructions explained in the specific document.

RECOMMENDATIONS FOR ITS MAINTAINANCE

In order to protect your Decor Dreams wall covering, we recommend the following:

- ▶ Always ask your distributor if you are going to install the product in places that do not appear as recommended.
- ▶ Avoid exposing the product to extreme temperatures and to continuously contact with sunlight.
- ▶ Do not collocate the product in outdoor places where the sun or the rain can reach it directly.
- ▶ The surface of the Decor Dreams covering which is long-lasting resistance does not require any special treatment.
- ▶ It is not necessary to polish, varnish, brightening or wax due to the product conserves it essential and intrinsic benefits without any additional treatment.
- ▶ Do not use abrasive products or products with components such as ammoniac, dissolvent or other aggressive agents. The use of other cleanings may alter the properties of the product such as the brightness and the colour. In case of using another cleaner, make a preventive test in some place non eye reachable.

Decor Dreams keeps the right of not accept the proposed guarantee card if it is considered the unfollow of the exposed rules in the present document, as well as rectify, cancel or add any annex of the present guarantee without notice.

INNALTERABLE TO SOLAR LIGHT

The Decor Dreams Wall Covering is resistant to the solar and artificial lights keeping its initial aspect through the years without any variation.

TOTAL GUARANTEE AGAINST HUMIDITY

Decor Dreams wall covering is resistant to humidity made by the normal use conditions. It is suitable for bathrooms, kitchens and areas with a highly humidity potential, except saunas. Its structure is going to keep inalterable. The Decor Dreams tiles must be installed on firm and dry base. The installation cases in pre-existing humidity places are not going to be covered by this guarantee.

HEAT AREAS

The Decor Dreams wall covering resists high temperatures and it is suitable for the installations in homes and commerce thanks to its fire behaviour.

It is mandatory the use of refractory glass in the stove area while the cooking process, when temperatures are high if the separation the gas kitchen or glass ceramics are less to 10cm. It is recommended in induction kitchens.

The Decor Dreams wall covering can be installed behind the heater radiators as long as the distance between them and the wall is more than 3cm.

STAIN RESISTANCE

Decor Dreams wall covering is resistant to stains of the habitual home products such as oil, wine, chocolate... if you are going to install the tiles or planks in areas where there is contact with abrasive chemical products, check with your distributor about this kind of installations.

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PERIOD OF COVERAGE

The guarantee has a coverage of 12 years in domestic use and 6 years in commercial use. Using the Decor Dreams adhesive the guarantee is 5 additional years. The guarantee is for the final original customer and it is not transferable. To apply the right to the guarantee is going to be considered that the product has an annual depreciation to wear and tear, in base of the following percentages calculated from the purchase date: 1/10 annual in commercial use, 1/25 annual in domestic use.

VALIDATION OF THE GUARANTEE

Keep the invoice of the purchase during the guarantee coverage. The invoice must be complimented with the full data of the buyer and seller and the stamp of the establishment.

In case you need to do any complain, it has to be made through the store where you got the product or in the following email: incidencias.producto@eurotradeflooring.com

WHAT IS NOT COVERED BY THIS GUARANTEE?

This guarantee does not cover the damage of the product in the following situations: mistake during the installation or any installation unfollowing the installation guide, accident, improper use or abuse of the product such as scratches, blows, cuts or any damages provoked by aggressive agents, made by the contracting, the company, or the customer, keeping the place in inadequate maintain, standing water or penetrating water through the base and the Decor Dreams wall covering.

The guarantee does not cover the effects which are not clearly visible, such as surface wear, stains or decolouring by the use through years. Regarding the partial detachment of one tile or plank, the guarantee is only going to cover if the tile/plank is fully detached and it was not possible it sticks using the adhesive glue by Decor Dreams. Use for the attachment of the tiles or planks the Decor Dreams adhesive. In order the guaranty has total use, the tiles or planks need to be attached using the mentioned glue in the 100% of the holes. The inadecuated use or deficient of the glue would lead the cancelation of the guarantee. Using the Decor Dreams adhesive the guarantee is 5 additional years. **The tiles and planks must be installed refilling with the Decor Dreams adhesive the totality of the holes designed for this function on the back of the tile/plank independently of the composition of the wall where are going to be installed. The non-following of this rule is going to cancel the covering of the guarantee.** It is mandatory the use of the Decor Dreams primer in all the walls independently of the material, wood, plaster, cement, concrete, plasterboard, bricks, stones or any material non-irony (irons, steel or aluminium). For irony materials must be applied a special primer for this materials. The non-following of this norm will invalidate the guarantee covering.

IMPORTANT:

The tiles and planks must be installed refilling with the Decor Dreams adhesive the totality of the holes designed for this function on the back of the tile/plank independently of the composition of the wall where are going to be installed.

Euro Trade Flooring S.L. is not responsible of the labour, installation or related costs similar and related with the changing or replacing the tiles. Hence, the special costs are not covered by this guarantee.

Euro Trade Flooring S.L. excludes of the guaranty any damage mentioned above and it respective charge. Those damages include any lost and its costs.

Euro Trade Flooring S.L. does not recognise the guarantees derived or implicated except the ones included in this written guarantee.

Euro Trade Flooring S.L. keeps the right of not accept the proposed guarantee card if it is considered the unfollow of the exposed rules in the present document, as well as rectify, cancel or add any annex of the present guarantee without notice.

The installation rules and guarantee answer to the actual experience with the product. This may be changed or evolve through time, always with the aim to improve the results of the product.

ADDITIONAL LINKS RECOMMEDED TO WATCH BEFORE THE INSTALLATION

Installation videos

PDF Installation Instructions

www.mydecordreams.com

