



Tocca Legno
ACOUSTIC

WARRANTY CERTIFICATE

This certificate guarantees the construction of PET panels for a period of 10 years, starting from the date of purchase in accordance with following conditions & exclusions:

CONDITIONS

This guarantee is valid for 10 years from the moment of purchase (invoice as proof of purchase date) and only applicable on manufacturing faults. The appearance of color changes, surface variations and malformations, for example from ageing of the PET panels, climatic changes or use, are not covered by this guarantee. All warranties are valid on condition that the installation manual, and product documents, valid at the time of purchase, are observed and followed. Failure to install the PET panels in accordance with our instructions will invalidate this warranty and guarantees are expired. The guarantee covers normal use of the panels but is null and void if the PET panels are installed in damp or humid spaces (cfr. Installation manual). PET panels that show visible abnormalities should not be installed. When installed despite visible defects, the guarantee shall not be applicable. These PET panels can be exchanged for free at your local dealer. PET panels are liable to normal wear and tear, not covered by this guarantee. Only abnormal wear will be covered.

If you believe there is a defect that falls under this guarantee, you must inform your dealer within 15 days of the discovery of the defect. Send a copy of your purchase invoice with your letter. The guarantee given is only valid for the PET panels supplied. This means that the manufacturer cannot be held liable for labor costs, man-hours, the cost of additional materials or other loss incurred. Tocca Legno BVBA reserves the right to inspect the panels prior to any authorization by manufacturer of any replacement, financial repair or other remedy under this warranty and must in any case be given the opportunity to repair the arising damage itself in a manner of its choosing or have it done by a third party. In the event of a complaint, the beneficiary shall prove that at the moment of initial use of the product, the assembly and installation was carried out according to professional standards and was accepted by him without reservation. From the date a potential claim is detected, the claimant must take all reasonable steps to protect the panels from further damage. At the request of Tocca Legno BVBA, all documents concerning the initial use (such as order confirmations, invoices, installation plans, etc.) will be submitted to Tocca Legno. Any causes of damage and/or damage-causing components must be kept and made available to Tocca Legno BVBA if required. If the guarantee is applicable, Tocca Legno BVBA will resupply the defective PET panels or offer compensation. If the product in question is no longer available, Tocca Legno BVBA guarantees that it will be replaced by an alternative product of the same quality. The guarantee is automatically nullified if the PET panels are renovated or repaired after installation. In case of a guarantee claim, the total guarantee period will not be changed once a complaint has been recognized and resolved. Neither does the guarantee period recommence for the replacement or repaired part of the products. Should a dispute arise about the Tocca Legno BVBA guarantee, each party can appoint an independent expert to offer binding advice concerning the PET panels supplied. If this clause has to be invoked, the cost price of such expertise shall be agreed in writing and in advance between the parties involved. Belgian law is applicable, with the exception of the Vienna Convention of International Sale of Goods. The commercial court of Ghent will be the only competent legal body insofar as the beneficiary is a retailer or a legal person.

EXCLUSIONS

Damage or defects resulting from or in any way attributable to the causes listed below is not covered by the warranty:

- Improper storage, handling, installation or use of the PET panels, including but not limited to any damage where good design and installation practices have not been followed;
- The defects were visible before installation;
- Misuse, accidents, force majeure and damage caused by any other circumstances considered unusual in normal use;
- Damage resulting from improper maintenance or cleaning (of the surface coating);
- Scratches, dents from heavy objects, humidity/damp or water damage;
- Stains or mechanical and chemical damage on the surface (dents, scratches, etc.) arising from careless treatment during transport;
- Optical faults resulting from the malformation of the panels by altered climatic conditions, in case of color changes due to the effect of sunlight and the consequences of normal ageing.

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