

Dumaplast Limited Warranty

Decorative wall and ceiling panels

Decorative finishing trims

Scope: EU, UK, US, Canada, South Africa, Australia, New Zealand

Dumaplast guarantees that their decorative wall and ceiling panels and finishing trims will keep their original shape in size, durability, flatness, stiffness, colour fastness and water resistance for a period of at least 15 years. The warranty is valid from the date of purchase. The warranty is not transferable and applies only to the first purchaser.

Any real complaint should be made in writing giving full details of the complaint. The complaint should also include evidence of the claim, e.g., through samples, photos, etc.

Dumaplast reserves the right to check and inspect the relevant products upon receipt of the complaint to check if it is justified, both as regards the basis of the complaint and as to the amount being claimed. The claim must be filed within 60 days after the failure in question has become visible.

If Dumaplast is asked to carry out a complaints check on site and during the check it would appear that the installation instructions have not been respected, Dumaplast has the right to charge a visit fee. This fee consists of a lump sum of 50 euro, increased by 0.3653 euro/km for travel costs. The costs will be invoiced to the requesting party of the visit.

WARRANTY LIMITATIONS:

- The warranty is only valid if the products were installed and maintained as described in the general installation instructions on the website of Dumaplast. In principle, the products are only suitable for indoor use, unless expressly stated otherwise on the insert with the product.
- A product that already displays failures before installing and that is installed nonetheless, will be excluded from our warranty. **Complaints about inherent defects that were visible before installing will not be accepted after installation.**
- The warranty only applies to goods supplied in the original packaging. Clearance goods are explicitly excluded from the warranty.
- The warranty for water-resistance does not apply to foiled hollow panels and foiled trims.
- Our products are made with great care. However, there is no guarantee as regards small aspect and colour differences in different production runs or batches.
- Colour fastness according to the Blue Wool Scale for panels for indoor use may not be less than 6 (1: completely discolored - 8: not discolored). Loss of colour is only subject to the warranty if a value lower than 6 can be determined.
- Shipping damage or damage from improper handling of goods is expressly excluded from warranty.
- There is no warranty regarding impact strength, resistance to wear, scratch resistance, stain resistance, performance under extreme temperatures, humidity or variable air composition, or resistance to water penetration, since these are associated with use.
- Specific warranty for panels for outdoor use: discoloration dE may be a maximum of 6.0 after 5 years. However, the warranty for aging/colour fastness is limited to 2 years for areas outside the EU due to climatic differences. The warranty is limited to a maximum height of 1800m above sea level because of the possible higher UV radiation at different heights. If air salinity is higher than usual, it may affect the surface of the panels or cause corrosion.

Dumaplast will never be held responsible for any loss or damage, directly or indirectly, related to the complaint.

Dumaplast may only guarantee that the panels themselves are waterproof. Making each joint between the panels waterproof is the installer's responsibility and consequently Dumaplast cannot be held liable for any damage resulting from this. When the products are glued, the warranty conditions only apply when using Dumaplast adhesives.

Dumaplast will never be held responsible for installation costs, relocation costs, transportation costs or third parties' costs, directly or indirectly, related to the complaint. Cost for any new installation or transportation will not be borne by Dumaplast, and will therefore remain the responsibility of the end customer.

Upon approval of the claim, it will be offset by a credit note or replacement for the rejected goods, at the discretion of Dumaplast.

This warranty does not mean that Dumaplast can be held liable for any other damages or defects than those described in the warranty terms, except those covered by legal liability with regard to the customer's purchases. The warranty does not affect the customer's statutory rights.

With regard to claims where a product has been installed and subjected to a longer period of use, a percentage shall be deducted from the new price for each year of the warranty period scheme.

The annual deductions are as follows:

- For the first 5 years after the date of purchase: 15% of the initial price per year.
- For the following years: 2.5% of the initial price per year

This warranty is valid until it is replaced and falls within the terms described in the general sales conditions of Dumaplast, available on request.