

Falkenhagen, 22.05.2025

Warranty conditions

FALQUON GmbH (hereinafter: FALQUON) grants purchasers of FALQUON products an additional guarantee (15 years private, 3 years commercial), valid from the date of purchase, on the abrasion resistance of the surface of FALQUON products in accordance with the following provisions, in addition to the unrestricted statutory warranty provisions:

Warranty conditions

FALQUON panels must be inspected for defects before and during installation. FALQUON products installed despite visible defects are excluded from the guarantee. FALQUON products must have been professionally installed in accordance with the product-specific load class and the installation instructions. Abrasion marks on FALQUON products must be clearly recognizable on an area of at least 1 cm²; in particular, the decorative layer must be completely abraded. Abrasion marks on the edges of the elements and damage caused by unusual and improper use, in particular mechanical use, are excluded from the guarantee. To maintain the guarantee, FALQUON products must be cleaned and cared for regularly in accordance with the cleaning and care instructions. Any warranty claims must be submitted to the dealer within 30 days of the abrasion being detected, together with the original invoice. FALQUON reserves the right to inspect the affected floor on site in order to verify warranty claims.

Warranty services

In warranty cases, FALQUON will replace the damaged elements. If the affected FALQUON product is no longer available, the buyer may choose a replacement of equivalent quality from FALQUON's current range. Since an annual loss in value of FALQUON products of 10% due to use is to be assumed, FALQUON shall make a replacement delivery dependent on a corresponding additional payment by the customer. Any liability for further damages, in particular consequential damages - such as costs associated with the installation, removal and transportation of damaged FALQUON Products – is excluded.

Notes

All colors and decors shown are not binding. Please note that for technical printing reasons, the color and decor samples shown in the product brochure may differ from the original decor. We reserve the right to make technical changes. FALQUON accepts no liability for printing errors, standard errors and mistakes. Tests refer exclusively to the wear layer.