Warranty mFLOR

mFLOR floors are suitable for domestic and commercial use.

During the warranty period indicated below mFLOR guarantees that its products will be free from defects which are a direct result of material or manufacturing faults, with the exception of minor colour deviations that technically cannot be avoided and defects which do not substantially reduce the useful value.

If, within the warranty period (see overview below) and assuming prescribed use, extraordinary wear is observed on the floor covering as a result of a material or manufacturing defect, mFLOR shall repair or replace the section on which the extraordinary wear has occurred, free of charge. Depending on the quality and/or application, a percentage amount of the original material price for each year or part thereof that has elapsed after delivery will remain for the account of the client. mFLOR maintains the right to having reservations with regard to minor colour deviations on the repaired or replaced part.

Warranty period

The warranty is valid for the period below, starting from the invoice to the first owner, and is only valid with regard to the first owner of the floor.

Product-categorie	Thickness of wear layer	Domestic use	Commercial use
mFLOR 70-05	0.55mm	25 years	10 years

Complaints relating to shrinkage are only considered if the shrinkage falls outside the standards set out in ISO 23999 and ISO 10582:2017.

The above-mentioned warranty is made subject to the following conditions:

1. The warranty is only granted if the floor has been installed professionally according to the fitting instructions of mFLOR.
2. The evenness of the screed/underlay complies with the prescribed conditions.
3. Correct choice of the floor covering based on the conditions of use. The warranty is invalidated if damage is the result of normal wear or incorrect handling which refers, among other things, to: careless or incorrect use of the floor, inadequate or incorrect maintenance, damage, modification or repair of the object by third parties without the prior consent of mFLOR.
4. The warranty is only valid if the floor covering is installed on an by mFLOR recommended underlay.
5. Expert maintenance and cleaning of the floor covering according to the maintenance instructions of mFLOR.
6. Only use castor chairs with wheels of at least 50 mm diameter and 20 mm tread width, made of soft seamless plastic, according to DIN 68131 and/or EN 425.

7. mFLOR is permitted to inspect the flat floor covering and its state of repair and cleaning during office hours.
8. mFLOR is not liable for damage to the floor covering resulting from burning, stretching or scalding or contact with chemical agents such as cleaning products not prescribed in the maintenance instructions.
9. Any right to claim against mFLOR shall lapse one year after the damage or defects have been discovered unless legal proceedings have been initiated against mFLOR within this period.
10. The warranty shall only extend to the repair or replacement of the floor. Any further liability is excluded insofar as this does not conflict with guiding law. mFLOR is therefore not liable in any way for any consequential damage, such as business interruption, removal costs, loss of profit, etc.

Any disputes shall be referred to a registered expert or to an authorised judge.

Floor mats

To protect your mFLOR floor we recommend the use of a good quality floor or entrance mat to prevent the ingress of dirt and moisture. For this select a mat without the softener octyl benzoate. This softener may result in the formation of bubbles and/or delamination of the top layer of your floor. For safety reasons we recommend that you do not place floor mats loosely on the floor but create a recess in the floor.

Prevent discolouration

All types of floor covering, whether wood, vinyl or carpet, will discolour under the influence of sunlight. This is caused by UV rays in the sunlight. Effective sun shades are an important way of preventing your floor from discolouring.

MFLOR.