Warranty
Loose Lay Design Floors

mFLOR

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. Taking the obsolescence of the product into account, compensation will be offered at a flat rate proportional to the time elapsed and will only relate to the initial value of the floorcovering in order to arrive at zero at the end of the warranty period. mFLOR expresses reservations with regard to minor colour deviations on the repaired or replaced part.

Warranty period
The warranty shall apply during the period below from the date of delivery and shall only be valid in respect of the first owner of the floor.

Warranty period Series	Thickness of wear layer	Domestic Use	Projected use
mFLOR 50-07	0,70 mm	20 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.

We make the above-mentioned warranty subject to the following conditions:

1. The warranty is only granted if the floor has been laid professionally according to the fitting instructions of mFLOR.
2. Correct choice of the flat 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.
3. Fitting of the floor covering on an underlay suitable for it; gluing with a suitable glue on the recommendation of, and fitted according to the fitting instructions of the glue supplier.
4. Expert maintenance and cleaning of the floor covering according to the maintenance instructions of mFLOR.
5. Not exceeding a dynamic load of 50 kg/cm^2.
6. Use of no office chairs other than those with rollers at least 50 mm in diameter and with a tread width of 20 mm, manufactured hard 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 flat floor covering resulting from burning, stretching or scalding or contact with chemical agents such as cleaning products.
9. Any right to claim against mFLOR shall lapse one year after the damage or defects has/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 if the law allows this. 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 authorized judge.

Floor mats
To protect your mFLOR floor we recommend the use of a good floor mat (also called entrance mat or doormat) to prevent the ingress of dirt and moisture.
For this select a high quality mat which does not contain the softener octyl benzoate. This softener may result in the formation of bobbles and/or delamination of the top layer of your floor.
For safety reasons we therefore recommend that you do not place floor mats loosely on the floor but create a recess in the floor.

Prevent discolouration
Every floor covering discolours under the influence of natural light, whether it be wood, PVC or carpeting. This results from the ultraviolet radiation in (sun)light. To limit discolouration of your floor effective sun blinds are essential.