

To demonstrate our confidence in the performance and quality of our Rigid LVT Flooring.

1.0 BERGO Limited Warranty Statement

BERGOPRO warrants to the original purchaser (non-transferable), for a period of 25 years in residential use and 10 years in commercial or professional use, BERGO Rigid LVT Straight/Stone* flooring against all manufacturing defects apparent prior to installation or which would cause abnormal degradation of the product under normal conditions of installation and use, from the date of purchase shown on the invoice.

*5 Years for Herringbone Collection

2.0 BERGO Warranty Terms & Conditions

2.1 BERGO products must be “first choice” products purchased through the official BERGO dealer network and delivered in their original packaging.

2.2 The flooring must be installed in accordance with the installation instructions provided by BERGO and in accordance with applicable professional standards.

2.3 The product's destination must be compatible with its normal use as described by BERGO in its commercial and technical documentation.

2.4 An appropriate maintenance program must be in place for the entire duration of the warranty.

2.5 Before installing BERGO flooring, any item with a defect can be exchanged free of charge with the distributor where the purchase was made.

2.6 The products can originate from different manufacturing batches. The shades, tones, and texture of the installed product may vary from the samples provided. It is preferable to install products from the same production series in the same room. Otherwise, if differences appear between packages, and if the installer accepts the existence of such shades, it is preferable to mix boards from different packages to create random disparities rather than complete areas of different shades side by side.

2.7 The elements installed on the floor will be considered accepted by the installer. No claims will be entertained thereafter if the defect was detectable prior to installation.

2.8 If a defect is found during the warranty period, the problem will only be dealt with after validation of the claim by BERGO, which will have the choice to proceed on its own initiative in the following ways:

- Either supply a quantity of product corresponding to the defective quantity free of charge to the buyer (if the defective product is no longer in production, an equivalent product in the range will be supplied)

- Or offer an amount corresponding to the purchase value of the defective product quantity from BERGO as a lump sum compensation, calculated proportionally considering the duration of use of the product in relation to the total warranty period.

2.9 The purchaser must inform BERGOPRO in writing, describing the nature of the problem (with photos) and enclosing proof of purchase (invoice)

3.0 Warranty Exclusions

The warranty does not apply to:

3.1 “Second choice” products that have been downgraded and sold as is.

3.2 Damage caused by failure to comply with site conditions: storage and supply, nature of the support, planimetry, hygrometry, temperatures, and temperature variations at the time of installation, and during use of the product.

3.3 Damage caused during the installation or removal of furniture without adequate protection of the covering.

3.4 Occasional damage such as scratches, heavy wear and tear, especially caused by heavy chairs or furniture.

3.5 Excessive wear and tear and scratches caused by sand, grit, dust or dirt from in and around the room.

3.6 Damage caused by sharp, cutting, puncturing, blunt or perforating material.

3.7 Damage caused by improper cleaning methods, or the use of detergents not compatible with the product, chemical pollution, stains, grease, food or animals (etc.)

3.8 Leaking appliances, lack of protection from appliances that generate embers, sparks or heat.

3.9 Damage caused by special weather conditions or natural disasters, explosion or fire.

3.10 Discoloration or migration caused by materials in contact with the flooring.

3.11 Damage caused by movement, distortion, collapse or subsidence of the floor or the supports on which the flooring is installed.

3.12 The alteration of the gloss is not considered as an abnormal wear of the product.

4.0 Limitations of the warranty

4.1 The warranty does not cover:

- Damage caused by third parties (transport, handling, storage, installation ...)

- Differences in colour, texture, from one batch to another nor discolorations and losses of brilliance due to natural exposure to light and ultraviolet rays

- Costs incurred for product replacement, and other charges such as shipping are not included in the warranty.

- Costs incurred by interference with other products in connection with BERGO products related to disassembly or installation of the products.

4.2 A claim does not result in an extension of the warranty period.

4.3 BERGOPRO is not liable for any direct or indirect damage, loss or loss of profit caused by defects covered by the warranty.

4.4 Under no circumstances shall BERGOPRO's liability under the warranty exceed the amount paid by the dealer to BERGOPRO for the purchase of the product concerned.

THIS GUARANTEE DOES NOT AFFECT YOUR STATUTORY RIGHTS.

This guarantee is effective from the date of delivery of the order.