

Terms and conditions of the product Guarantee Avenue

1. Duration

IVC NV, the floorcovering manufacturer, guarantees its products from the date of invoicing against any hidden defect that may adversely affect the life of the product. The duration of the guarantee depends on which grade of floor covering you have purchased. The higher the grade of product, the better the performance, the longer the guarantee. Standard guarantee periods are 7, 10 or 15 years from the date of installation and under normal conditions of use. The guarantee is always specified on the technical data sheet of the manufacturer.

Further guarantees for specific attributes need to be requested at the time of purchase.

2. Warranty Remedy

The guarantee applies to all regular A-grade products. 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 floor covering in order to arrive at zero at the end of the guarantee.

3. Guarantee Conditions

Usage must correspond to the definitions according to the CE category of usage (EN685).

4. What is not covered by this Warranty?

1. Damage/discolouration caused during transportation that is not reported at the time of delivery.
2. Damage caused during storage or treatment before fitting.
3. Damage due to use of the floor in an outside/external location.
4. Improper Installation: material that is not installed in accordance with the Avenue installation and general maintenance instructions, including any and all problems caused by the use of non-recommended adhesives, underlayment and/or preparation of the sub-floor, are not warranted.
5. Damage caused by the presence of damp in the underlying surface.
6. Labour costs to repair or replace material with visible conditions that were apparent before installation.
7. Improper maintenance that results in the loss of gloss or the build-up of a blurry layer over the surface. This includes damage caused by steam mops.
8. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilisers or other similar materials.
9. Damage caused by moving appliances or heavy furniture without protecting the floor (always protect the floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four wheel carts etc.).
10. Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: casters on furniture, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as damage resulting from unprotected furniture legs.
11. Damage caused by appliance or plumbing leaks, or steam mops.
12. Fading or discolouration due to excessive sunlight.
13. Discolouration caused by the use of latex or rubber-backed floormats and rugs. Note that some synthetic backed rugs contain latex in the manufacturing process that may discolour your floor and leave stains.
14. Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering.
15. Discolouration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
16. Damage caused by remodel or construction-related activities .
17. Any unreasonable expectation, not in line with the specifications as defined in the International Standard EN 651 'Resilient Floor Coverings with Foam Layer' and EN 653 'Cushioned Resilient Floor Coverings' and integrated in the Avenue Specification Sheet.