JOKA Warranty promise

Congratulations – you have chosen JOKA design flooring!

The following warranty conditions are binding to the administration of our warranty:

The warranty applies to our ***JOKA design flooring with a 0.55 wear layer as adhesive version*** with a from a thickness of 2.5 mm, which have been installed according to the recommended usage class according to DIN EN ISO 10874 - with the exception of damp rooms, unless this is explicitly mentioned in the installation instructions, and generally in wet rooms. In the private living area for our JOKA design flooring with a 0.55 wear layer as an adhesive variant, it is 20 years. In the commercial sector, this is valid in all ***JOKA design floorings for* 5 years**. The warranty covers functionality, resistance to abrasion, lightfastness and stain sensitivity according to the following sections. The warranty is valid from the date of delivery according to the delivery slip. A prerequisite for warranty claims is compliance with the warranty guidelines issued by JOKA, the installation instructions and the cleaning and care instructions.

A **warranty claim** does not apply for damage caused by improper use and for use that is not in accordance with the installation instructions.

Damage caused by accidents, force majeure and damage caused by circumstances and insect infestation that is not usual in the normal residential or commercial area are not covered by the warranty promise.

No warranty is provided for purely visual impairments, such as joints resulting from seasonal climate changes originating from the normal ageing process, colour changes due to prolonged exposure to light, indentations or damage, or deformations of the elements caused by room climate conditions.

Damage caused by improper care or cleaning, mechanical or chemical damage, or damage caused by moisture due to improper installation or liquids is also excluded from this warranty.

The warranty declaration does not affect the legally established rights of the consumer. The granting of the warranty is only valid for the current version of the warranty at the time of delivery. All previous warranty statements become invalid with the publication of the current version.

Warranty conditions
The following conditions must be fulfilled for claims arising from the warranty promise against W. & L. Jordan GmbH:

Proper installation
Please read our installation instructions carefully before installation, which is included with the original packaging or can be viewed at jordanshop.de. In particular, you should observe the instructions for moisture verification of the subfloors. Any warranty claim requires that the product has been installed exclusively with authorised installation materials in accordance with the installation guidelines. In case of improper installation, this manufacturer's warranty is not granted.

Proper care and cleaning
Important information on optimal cleaning and care can be found in our installation instructions as well as in the cleaning and care instructions at jordanshop.de**.** We suggest exclusively using our recommended products. The warranty is only granted if the flooring has been properly cleaned and maintained.

Proper maintenance of the surface layer
The surface is a protective layer for the wear layer and is subject to normal wear and tear in use. The normal wear of the surface coating is therefore not a warranty claim. To maintain value, we recommend dirt trapping mats in the entrance areas and floor protective mats in highly frequented areas. In the commercial sector, these measures are essential.

Although our ***JOKA design flooring*** have a very good lightfastness with longer exposure, it is not light-resistant. Natural ageing (colour changes) is excluded from the warranty.

The stain insensitivity of the design flooring refers to household liquids (e.g., hand cream, alcoholic beverages, natural fruit and vegetable juices, fats, coffee, cola, etc.). Stains or destructive reactions with commercially used, aggressive chemicals or non-household substances are excluded from the warranty.

This warranty service is in addition to the statutory rights of defects and other rights of the buyer, including the rights of the buyer against the seller.
Our ***JOKA design floorings*** have been checked by quality controllers. If, however, there are complaints regarding the loss of goods and/or visual error, please let us know before installing them. The installation of defective elements excludes warranty claims. This warranty also does not cover damage caused by third parties (e.g., transport damage).

If the defects covered by this warranty only become apparent after installation, W. & L. Jordan GmbH reserves the right, after acknowledging the warranty claim, to either carry out a detailed repair of the damaged areas or to deliver replacement goods to the respective installer free of charge. The warranty depends exclusively on the current value of the goods in accordance with the specified warranty period. If the defective product is no longer in the product range,
W. & L. Jordan GmbH may select an equivalent replacement from the current product range.

An extension of the warranty period shall not be effected by the warranty claim. The commencement of negotiations between W. & L. Jordan GmbH and the customer to clarify a complaint shall not constitute an acknowledgement of any legal obligation. The warranty is not transferable, is only entitled to the first purchaser and only applies to the initial installation (not after removal and re-installation).

In the event of damage, please contact your specialist installer in writing immediately, at the latest within 30 days after the defect occurs, who will then submit the complaint to W. & L. Jordan GmbH. Add the original invoice to your report and, if possible, a photo of the damage. We will repair your design flooring immediately after accepting a warranty claim or provide for replacement and/or repair materials for the damaged elements. If the product is no longer available, you will receive an equivalent replacement. The material will be delivered free of charge to your specialist installer. Only the costs for the installation must be covered by you.

We reserve the right to inspect the damage on site to check the warranty conditions by scheduling an appointment.

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