

# Warranty

## 11mm Swiss Cork Hot Coating Flooring

---

### Declaration of Warranty

FORNA, as the distributor of Swiss Cork Hot Coating flooring, provides this warranty in addition to all applicable legal rights, under the following terms and conditions.

When used under normal residential and commercial conditions, FORNA guarantees the structural integrity of the product, including bonding and factory-applied surface coating.

This warranty does **not** cover:

- Damage caused by improper use, abuse, or unsuitable conditions
- Normal wear and tear
- Mechanical damage such as dents, scratches, cuts, or indentations
- Visual variations such as joints, gloss differences, or color changes
- Natural variations in color and structure between planks
- Damage caused by improper cleaning, maintenance, or care
- Chemical damage or moisture-related damage

This warranty applies only to **first-quality products** installed in **indoor residential and commercial environments** under normal usage conditions.

All FORNA general terms and conditions of sale apply.

---

### Warranty Period

- **Residential (Class 23):** 15 years
- **Commercial (Class 32):** 5 years

The warranty period begins from the original date of purchase.

For approved claims, a “new-for-old” depreciation applies:

- Residential: 8% per year
  - Commercial: 20% per year
-

## Installation & Usage Conditions

The flooring must be:

- Installed strictly according to official installation instructions
- Installed only in approved applications
- Inspected under proper lighting conditions prior to installation

Subfloor conditions, including moisture levels, must meet installation requirements.

Proper cleaning and maintenance must be carried out in accordance with FORNA care guidelines.

---

## Electric Radiant Heating Compatibility

All Swiss floating floor coverings are approved for installation over **electric radiant heating systems**, provided that:

- The surface temperature of the finished floor **does not exceed 29°C (84°F)** at any time once the heating system is in operation

It is the responsibility of the installer and/or end user to ensure that the heating system is properly controlled and regulated to maintain this temperature limit.

Failure to comply with this requirement may void the warranty.

---

## Surface Coating & Maintenance

The factory-applied surface coating is a **protective wear layer** and is subject to normal wear over time.

- Wear of the surface coating is **not covered under warranty**
- Proper maintenance is essential to protect the floor
- Once signs of wear appear, the floor must be **professionally recoated in a timely manner**

Failure to properly maintain and recoat the floor may result in damage that is not covered by warranty.

---

## Exclusions

This warranty does not cover damages resulting from:

- Improper installation
  - Improper or insufficient maintenance
  - Failure to recoat the protective surface layer when required
  - Use in unsuitable environments
- 

## Claims Procedure

All claims must be submitted in writing to FORNA and must include the **original purchase invoice**, which serves as the warranty certificate.

- Claims without a valid invoice will not be accepted
- FORNA will respond within **4 weeks** of receiving the claim
- If no response is provided within this period, the claim is considered rejected

FORNA reserves the right to:

- Inspect the installed flooring
- Request documentation, samples, or additional information

All requested materials must be provided within **2 weeks**, otherwise the claim may be denied.

---

## Warranty Coverage

If a claim is accepted, FORNA will, at its discretion:

- Repair the defective flooring, or
- Replace the affected boards with the same or equivalent product (subject to availability)

Replacement materials will be provided **free of charge at the original point of purchase**.

This warranty does **not** cover:

- Removal or disposal of flooring
- Reinstallation costs
- Labor or related expenses
- Any indirect or consequential damages

Replacement does not extend the original warranty period.

---

## Limitation Period

All warranty claims must be brought within **6 months** of written notification to FORNA, and no later than the end of the warranty period.