CONDITIONS OF WARRANTY
FORNA TECHSLATE – Mineral-Based Floor

Warranty Declaration

FORNA, as the distributor of FORNA TECHSLATE, provides this warranty in addition to your statutory rights, under the following conditions. When used appropriately in residential and commercial settings, FORNA warrants the integrity of the product's construction—specifically the bonding and surface coating.

This warranty does not cover damage caused by:

- Improper treatment or use
- Excessive loads or mechanical damage (e.g., dents, scratches)
- Visual defects such as joint gaps or color variations
- Color and pattern differences between planks (these are normal and not cause for complaint)
- Improper maintenance, cleaning, or care
- Chemical damage

This warranty applies **only to first-choice products** used in indoor residential and commercial spaces under normal conditions. The general terms and conditions of sale of FORNA apply.

Warranty Duration

The warranty for FORNA TECHSLATE is:

- **15 years** for residential use (Class 23)
- **5 years** for commercial use (Class 33)

This period starts from the date of purchase. The following deductions apply for warranty claims (new-for-old principle):

- **Residential use**: 8% reduction per year
- **Commercial use**: 20% reduction per year

Warranty Conditions

- Installation must follow the official installation instructions provided with the product.
- Subfloor moisture testing and guidance regarding underfloor heating must be observed.
- Flooring must be inspected in daylight for defects **before** installation.
- Cleaning and maintenance must comply with the care guidelines provided.
- The surface coating serves as a wear-resistant layer. Wear and tear from regular use are **not covered**.
- If wear becomes visible, it must be repaired promptly and professionally.

Damage due to improper installation, cleaning, maintenance, or unauthorized surface refinishing is not covered.

Claims Process

- All warranty claims must be submitted **in writing** to FORNA, with the **original purchase invoice** from the distributor.
- Without the original invoice, the warranty claim will be **denied**.
- FORNA will respond within **four weeks** after receiving the written claim. Lack of response means the claim is rejected.
- FORNA or its representatives must be allowed to inspect the installed floor and may request samples or documentation.
- These must be submitted **within two weeks** of request; failure to do so voids the claim.

Scope of Warranty

If a warranty claim is accepted, FORNA will—at its discretion— **replace** the defective planks with matching ones (if still available).

- Replacement planks may be picked up free of charge at the original point of sale.
- The warranty does **not** cover costs related to removal, reinstallation, disposal, or any incidental damages.
- An accepted warranty claim does **not extend** the warranty period.
- Warranty claims must be submitted within **six months** of the issue arising, but no later than the end of the warranty period.