

15 year Conventional Warranty

DICKSON CONSTANT guarantees for fifteen (15) years from the date of purchase indicated on the invoice, all the floor coverings of its Dickson® Woven Flooring line against any manufacturing, design and material defect.

The warranty applies to:

- First choice products installed indoors by a professional, in compliance with the rules of the trade, the latest recommendations of DICKSON CONSTANT and the NF D.T.U. No. 53.2 standard and those subsequent replacing or modifying it;
- The products maintained in accordance with the updated "Guide of installation and maintenance" of DICKSON CONSTANT.
- The products the defect of which is recognized as owing to poor manufacturing by DICKSON CONSTANT.

The information contained in our documents (Principals of Implementation, technical files of products,...) are likely to be modified at any time and without notice. We suggest you consult the most recent updates, notably on our different websites or upon simple request by email or regular mail.

The alleged defect must be declared within fifteen days of its recognition, by certified letter with proof of receipt accompanied by a copy of the invoice and all the supporting documents enabling us to study your request. All the documents should be sent to your installer.

All works concerning the defective product must be interrupted once the defect is discovered.

Any claim authorizes DICKSON CONSTANT and/or its insurance company to inspect the product on site and take samples for an expert opinion.

Once the claim is recognized as founded, the contractual warranty is limited, to the free choice of Dickson Constant, to supply the length of replacement equivalent to the defective length, excluding all fees and any compensation of any kind.

The transportation expenses of the replaced products, insurance, cutting, if cutting was part of the original services of Dickson Constant are covered. The method of transportation is at the sole discretion of Dickson Constant. It may request the purchaser to return the defective product at the exclusive fees of Dickson Constant, with the agreement and according to the directives of the latter. In any event, the products concerning the request for warranty must be kept available to Dickson Constant and its insurers for a counter expert opinion.

Except in the case of a halt in production of the reference in question, under no circumstances will the warranty agreed to on the defective part cover the replacement or reimbursement of the total surface of the floor covered.

Taking into account the depreciation due to decay, a deduction of 6 % per year of use will be applied on the reimbursement starting on the 25th month following the purchase.

The replacement or reimbursement of the defective product does not prolong the duration of the warranty period.

The warranty does not cover (without this list being exhaustive):

- The problems/defects linked to defective joints and welding;
- The defects from aging or normal wear and tear of the surface or wear, change in the aspect of the areas of heavy traffic; other aesthetic disorders for any reason;
- The problems linked to the prior preparation of the defective assembly, installation, laying;
- Burns, cuts, fading, stains, transfer of residues of any kind (for example and without this list being exhaustive: paints, stains, materials used in the composition of the buyer's furnishings...);
- The differences linked to the nuance and motifs in relation to the sample, presentations or other lots of the product;
- The lack of adhesion of the covering on the support, problems linked to a rise in humidity, odors;
- The damages that are the result of a lack of adequate protection before, during and after the installation, at the entry of the site, place of installation;
- The consequences of installation conditions, environment, use or maintenance that do not correspond to the normal conditions, uses of the profession, prescriptions of DICKSON CONSTANT or the intended use the floor covering;
- The repair of damages or defects resulting from accidents or negligence that are not attributable to DICKSON CONSTANT or resulting from force majeure

The benefit of this conventional warranty shall not prevent the exercise of the legal warranty.

