

# PANAGET

manufacture française de parquet  
DEPUIS 1929



## OUR 30 YEAR GUARANTEE

GUARANTEE  
30  
YEARS

Thank you for choosing a high-quality product made in France. Our products have a 30-year guarantee which is subject to normal use.

Independently of this guarantee, the Seller is liable for any defects under the contract, including hidden defects as specified in articles 1641 to 1649 of the French civil code.

[Article 1641: The seller shall be liable for any hidden defects in an item sold that render it unsuitable for its intended use, or reduce its usefulness such that the buyer would not have acquired it, or would have paid a lower price, if they had known about it.]

### Guarantee claims

[Article L.211-12 of the consumer code: the right to take action concerning shall lapse two years after the item is handed over.]

- The guarantee begins on the date shown on the invoice or proof of purchase, which should be kept together with this 30-year guarantee certificate and the batch number printed on the strips or inspection stamp.
- The product must be installed in accordance with the fitting instructions and subject to the humidity levels specified in the information accompanying the project and the fitting specifications.
- The conditions applying to public buildings must be known and complied with when the item is purchased.
- The item must be maintained using appropriate products.
- Under article 1648 of the civil code, the buyer must claim for hidden defects within two years of discovering them.

### The guarantee does not apply to

- Products that have not been paid for in full
- Discontinued or sale products (Ecofloor and bulk)
- Products not stored and/or installed in accordance with the accompanying product information
- Products having a different patina to the corresponding samples due to differences in UV exposure

[Article L.211-5 of the consumer code: to comply with the contract, the product must

1. be suitable for the use one would normally expect of such an item and, if appropriate,

- comply with the seller's description and be of the same quality as any sample or model presented to the buyer

- be of a quality which the buyer could justifiably expect given public statements made by the seller, the manufacturer or its agent, particularly in terms of advertising and labelling, or

2. Have the agreed characteristics and be suitable for any specific use required by the purchaser and notified to and accepted by the seller.

- If the defects were apparent, but were not notified before or during installation.]

[Article L. 211-4 of the consumer code: the seller must supply a product that complies with the contract, and is liable for any defects existing when it is delivered or resulting from packaging or assembly or installation instructions for which it is directly or indirectly responsible under the contract.]

- If the defects are caused deliberately or negligently, or by inadequate maintenance, accident, or force majeure.
- If the product is installed in locations subject to significant changes in humidity, such as saunas, steam rooms and swimming pools.
- Natural distortion of the wood amplified by a failure to maintain appropriate atmospheric conditions, for example, excessively dry air when heating is switched on, even after several years. The user is responsible for ensuring that the ambient air on the premises has a humidity of between 40 per cent and 65 per cent, if necessary by using a humidifier or dehumidifier.
- If the product has been modified and/or repaired by you or a third party, with the exception of minor repairs carried out as part of the maintenance process.

The 30-year guarantee does not cover wear and tear due to impacts on the wood, or deteriorations in coatings, such as varnish, oil or dye, connected with the use of the premises.

An appropriate flooring product (such as Ulysse) must be used in rooms where water is present, such as bathrooms and kitchens and/or all suitable measures taken to ensure that there is no risk to the floor. The product must not be installed in wet areas such as shower trays and swimming pools.

### Submitting a claim

- If you encounter a problem, please stop installing the product immediately and consult us. If you wish to claim under the 30-year guarantee, please inform us by sending this certificate and the purchase invoice by registered mail with delivery confirmation, quoting the number on the back of the strips or the inspection stamp.
- We may wish to inspect the defective product onsite.
- If we carry out an inspection and find that your claim is justified, our liability is limited to replacement of the defective product with an identical or similar one. We will not be held liable for damages.
- If we exchange a product, the 30-year guarantee does not cover the cost of additional dismantling and installation.

If we repair the product under this guarantee, and you are unable to use it for seven days or more as a result, the remaining guarantee period will be extended by the same amount of time (article L. 211-16 of the consumer code).

Our floor and wall coverings are made with a great deal of care and professional expertise, and this 30-year guarantee represents our commitment to your satisfaction.

Visit [www.panaget.com](http://www.panaget.com) to see our guarantee in your language.

**panaget.com**

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