



Wanabiwood Contractual Warranty

Products covered by this warranty.

Wanabiwood Exceed 200 Homogenous Sheeting

Wanabiwood Wanaflex Homogenous Sheeting

Description 2mm thick 2m wide Homogenous Sheeting PUR Treated 20m Rolls.

This warranty is effective on all A grade material purchased after June 2023 and is valid from the purchase date of the material.

1. Warranty duration is for 20 years from the purchase date of the material and warrants against manufacturing defect or failure.

The warranty shall apply providing the following has been adhered to

1. The product has been installed in the correct location as prescribed by Wanabiwood.
2. The product has been installed on a suitable substrate by a professional and approved installer.
3. The product has been used in accordance with the guidelines published on our web.
4. The product has been maintained in accordance with our recommendations published on the web site.
5. Entrance matting has been installed to the correct size at all entrances to the installed area.

Exclusions

The warranty will become invalid if any of the following become applicable.

1. Material use is not as recommended guidelines.
2. Fire, explosion, natural disasters exceptional weather conditions.
3. Damage caused prior to or during installation, including, but not limited to, tears, scratches, damage caused by incorrect storage or transport.
4. Defective installation, including but not limited to, poor sub floor, incorrect adhesive, moisture.
5. Damage due to no entrance matting protection being installed.
6. Damage caused by unprotected furniture legs or bases.
7. Damage caused by sharp items such as stones and piercing materials.
8. Stains not covered by the PUR treatment, harsh chemicals as example.
9. Burns
10. Damage caused by moisture in the substrate.
11. Design flaws not noticed at time of installation.
12. Incorrect use of adhesives and or incorrect adhesive
13. Failure to follow installation guidelines.
14. Defective joints or welds
15. Alteration of the gloss appearance over time, this applies to all areas, but especially in high traffic areas.
16. Lack of cleaning
17. Fading or discolouration due to direct sunlight
18. Damage caused by negligence.
19. Damage caused by loads, furniture or equipment that is over the recommended point load.

Application of the warranty

Any claim under the warranty must be made in writing within 30 days from the date of detection, Claims must be registered with grant@wanabiwood.co.za or sandy@wanabiwood.co.za no verbal claims will be entertained

Claims must include the original invoice, the product name and colour, the date of installation, the site and the nature of the claim, supporting evidence may be requested.

Wanabiwood reserves the right to obtain material from site and send this for independent testing.

Should a claim be made for material fitted with a fault, then only the material will be replaced, no labour or other fees would be considered.

Material replaced under warranty would carry a warranty for the duration of the original warranty. Should the warranty claim be accepted then Wanabiwood would grant compensation on the following basis.

Time elapsed since purchase	Percentage of claim payable based on original purchase price.
0 to 1 year	100%
1 to 6 years	80%
7 to 10 years	50%
11 to 15 Years	30%
16 to 20 Years	20%

Warranty does not cover uplifting or refitting costs.

This warranty is valid from June 2023, to current but it remains the responsibility of the purchaser to ensure that they have confirmed that this document is the current warranty applicable at the time of purchase.

The warranty supersedes any previous warranty issued.

