

Warranty terms

1. Our warranties relate exclusively to our own undertakings vis-à-vis our co-contractor and not to the undertakings that this latter party takes upon itself vis-à-vis its own customers or end-users and which do not bind us in any way. In particular, our undertakings do not extend to the undertakings and warranties imposed by article 1649b to 1649h of the Belgian Civil Code, given that we are totally separate from the notification and agreement reached between our purchaser and its own customers.
2. Decoliner warrants the soundness of its products, i.e. that it undertakes to supply them in sound condition, free from defects in their material and/or construction and in compliance with the legally binding standards and regulations in existence on the date of delivery.

Decoliner reserves the right, regardless of any documentation stating the contrary that may be in circulation, to modify its products and their features. Its undertaking to make compliant delivery will be assessed based on the currently existing features that are offered at the time the order is placed. Decoliner makes available technical sheets regarding its products, which provide the purchaser with sufficient information regarding the characteristics, terms of use, assembly and safety instructions in effect on the date the order is placed.

3. Decoliner's warranty undertaking extends no further than the soundness of the individual goods supplied as such and does not extend to any possible defects:
 - that were visible to an attentive purchaser on the date of delivery, whereby the purchaser is required to check at the time of delivery and may not claim using the grounds that because the goods delivered were packed he or she was unable to ascertain the conformity and soundness of the goods.
 - that arise from the choice and combination of individual products by the purchaser and/or the purchaser's own customers;
 - that are caused by:
 - o the incorrect selection of a product or part such that the product or part or a whole or combination of products and parts appear not to be usable or do not meet the intended purpose.
 - o incorrect handling, incorrect maintenance (including cleaning) or incorrect storage of the products.
 - o incorrect installation or assembly contrary to the installation instructions and/or contrary to industry standards and good workmanship.
 - o the incorrect or inappropriate use of the products, including the continued use of a product with apparent defects resulting in damage.
 - o causes not connected with the delivery, either by the purchaser or by third parties or by another unconnected cause.

The following also fall outside the application of the warranty:

- goods or parts with limited use or service life (e.g. worn parts, batteries, etc.) will only be warranted for their normally expected use and/or service life, even if this limitation of a part has restrictions for the usability of the whole or a combination of parts or goods.
 - damage that is covered by another warranty or insurance policy.
 - our purchaser is aware that descriptions and (photo)graphic depictions of goods in catalogues and/or other information media, including samples or products intended for display or demonstration, are purely indicative or illustrative and that minor differences are possible between these displayed aesthetic characteristics (including colour, structure, etc.) of the products and the ultimate actual characteristics of the product supplied. Minor differences of an aesthetic and non-functional nature are not considered to be defects or non-conformities and our purchaser will, on its own responsibility, ensure that the consumer does not create any inaccurate expectations regarding the features and characteristics of the product.
 - except where expressly stated otherwise, no warranty is given for changes in colour and/or surface structure as the result of normal technical ageing processes, exposure to sunlight, contact with water or other liquids or chemicals, even if such contact occurs as the result of normal maintenance or cleaning.
4. Notwithstanding what is stated above with regard to worn parts or products or parts with limited use or service life, our warranty is for 3 years from the date of delivery.
 5. Complaints must reach us via a completed complaints form within 8 days of the defect being noted. This form can be downloaded from our website: technics.decoliner.com/downloads. The completed form must be sent to: services@decoliner.com. Complaints received after this period has expired will not be admissible.

6. Under no circumstances does our warranty extend further than, at Decoline's discretion, the pure repair or replacement of the defective part or product, excluding any costs incurred for investigation, dismantling demolition and/or installation. The product or part to be replaced or repaired will be sent back to us by our purchaser and the repaired or replaced product or part will then be returned by us to the purchaser. These shipping or carriage costs will be borne by Decoline, based on the most appropriate economical means.

Where replacement is involved, this will be with a new product or part of the same type, sort and quality, although if the product or part is no longer in production or stock, it cannot be guaranteed that it will be an identical product or part. If a repair or replacement is not possible, the selling price invoiced to the purchaser for the product or part in question will be reimbursed to the purchaser.

Excluded from our warranty are: any material or immaterial consequential damage (including physical damage), loss of profit or losses incurred, moral damages or loss of enjoyment, operating and time loss, or any other additional and/or indirect damage or loss.

7. In the event of our intervention being requested to repair or replace a product or part and if such intervention falls outside our warranty, the work will be carried out at the expense of the purchaser, after an agreement on price has been reached in advance.