



C O N C E P T T I L E S

SELF-ADHESIVE WALL COVERING

WARRANTY TERMS AND CONDITIONS

Dear customer:

Thank you very much for purchasing a Trend Deco coating. We hope that our product will provide you with an excellent result for a long time.

In the following document you will find a description of the warranty conditions that you have purchased this product.

What is the coverage of this warranty?

This warranty covers defects in materials related to stains, discoloration, wear resistance. The customer should refrain from installing visibly defective tiles. The customer must report such visible defects within eight days from the day of purchase. No complaints will be accepted after this period. The warranty does not apply to products that have not been installed in accordance with the installation instructions explained in the specific document. This warranty does not cover installations in exteriors, verandas, balconies or other spaces located partially or totally outside the home or commercial establishment. The siding is only indicated for traditional brickwork interiors, excluding caravans, mini-homes, log cabins, boats and other vehicles.

IMPORTANT: The surfaces where the tiles are installed must be smooth and level, firm and sanitized, free of dust and grease, humidity, chipping, unevenness and/or wallpaper and the tiles must be in perfect condition to prevent the product from not adhering correctly.

For the warranty to be valid and for the product to adhere properly, a TREND DECÔ primer or similar must be applied to **ALL** surfaces.

The product is not indicated to be installed in humid or damp areas; therefore, it should not be installed inside the shower area. This type of installation is excluded from the warranty.

Recommendations for maintenance

In order to protect your Trend Deco wallcovering, we recommend the following:

- Always consult your distributor if you are going to place the product in locations that are not listed as recommended.
- The installation and maintenance temperature should be between 5° and 32° and avoid continuous exposure to sunlight.
- The warranty is only applicable to interior spaces of traditional construction, excluding exterior sheds, caravans, boats, vans or vehicles, etc.
- The surface of the Trend Deco coating, which is essentially resistant and durable, does not require additional treatments.
- It does not need to be polished, varnished, polished or waxed as it retains its intrinsic and essential properties without any additional treatment.
- Do not use abrasive products or products containing compounds such as ammonia, solvents or other aggressive agents. The use of other cleaners may alter the properties of the product such as gloss or color. In case of using another cleaner, carry out a preventive test in an inconspicuous place on the wall.

Trend Deco reserves the right not to accept this proposed letter of guarantee if it is considered that some of the rules set out in this document have not been followed and to rectify, cancel or add any annex to this guarantee without prior notice.

Stain Resistance

Trend Decô wall covering resists stains from common household products such as oil, wine, chocolate... If you are going to place the panels in areas where they will be subjected to contact with abrasive chemicals, consult your distributor about their use in this type of installation.

Coverage period

The warranty has a period of 8 years in households. The warranty is for the original end consumer and is not transferable. In order to exercise the right to the warranty, it will be taken into account that the product is subject to an annual depreciation due to wear and tear, based on the following percentages calculated from the date of purchase: 1/8 per year for domestic use.

Warranty Validation

Keep your purchase invoice for the entire period of warranty coverage. The invoice must be duly completed with the complete details of the buyer and seller and the store's stamp. If you need to make a claim, you should do so through the store where you purchased the product or by e-mail: technicalservice@vtcprojects.com, **Mail for all countries except Spain.**

Exclusive mail for Spain: incidencias.producto@eurotradeflooring.com.

What is not covered by this warranty?

This warranty does not cover damage to the product in the following situations: installation error or installation not performed in accordance with the Installation Guide, accident, misuse or abuse of the product, such as scratches, bumps, cuts or damage caused by abrasive agents, whether caused by the contractor, a service company or a consumer, improper maintenance of the panels, standing water or water that has penetrated between the base and the Trend Decô wall covering.

The warranty does not cover defects that are not clearly visible, such as surface wear, stains or discoloration caused by use over time. In case of partial detachment of a panel, the warranty is only applicable if the panel is completely detached and it is not possible to glue it back together.

It is mandatory the use of the primer on all walls regardless of the material that composes them, wood, plaster, cement, concrete, plasterboard, bricks, stones and any non-ferrous material (iron, steel or aluminum). For ferritic materials must apply a special primer for this type of materials. Failure to follow this rule will invalidate the warranty coverage.

VTC Industry (WUXI) CO LTD. is not responsible for labor, installation or similar costs related to the replacement or repair of tiles. Therefore, special costs are not covered by this warranty.

Euro Trade Flooring S.L. / VTC Industry (WUXI) CO LTD. excludes from the warranty any aforementioned damages and their respective payment. Such damages include any loss and the respective inherent costs.

Euro Trade Flooring S.L. / VTC Industry (WUXI) CO LTD. does not recognize derivative or implied warranties other than those included in this written warranty.

Euro Trade Flooring S.L. / VTC Industry (WUXI) CO LTD. reserves the right not to accept the proposed Letter of Guarantee if it considers that any of the rules set out in this document have not been followed, as well as to rectify, cancel or add any annex to this guarantee without prior notice.

The installation standards are based on the results of laboratory tests carried out on our TREND DECÔ product range.