

PORWALL PVC WALL PANEL WARRANTY CERTIFICATE

1. Scope of Warranty

- This warranty is valid only for PORWALL panels properly installed in private residences and in rooms under normal usage conditions.
- Wet areas such as bathrooms or spaces exposed to unusual chemical or mechanical loads (such as workshops) are excluded from the warranty.
- The warranty is non-transferable and applies only to the original user.

2. Exclusions from Warranty (Misuse)

The warranty becomes void in the following cases:

- Natural wear and tear,
- Improper handling, installation, use, or storage,
- Incorrect or unauthorized modification or repair,
- Use of non-original or unsuitable materials during installation.

3. Stain Resistance Coverage

A warranty claim arises if the decorative layer is completely removed over an area of at least 1 cm². However, separations of the decorative layer occurring at the panel edges are excluded from the warranty.

4. Light Fastness

- PORWALL panels have a light fastness level above grade 4 on the grey scale according to EN 20105-A02 and up to grade 6 on the ISO 105-B02 blue wool scale.
- Light fastness refers to the resistance of the surface to color change when exposed to light over time. Accordingly, PORWALL demonstrates very good light fastness under prolonged exposure, but it is not completely light-resistant.

5. Stain Resistance

PORWALL panels are resistant, in accordance with EN 438 standards, to the following staining substances:

- Acetone
- Hand cream
- Alcoholic beverages
- Natural fruit and vegetable juices
- Oils
- Coffee and cola-like beverages
- Nail polish
- 25% sodium hydroxide solution

Note: The information in this document is valid as of 01/10/2024 and may be changed without prior notice.

As Porfloor continuously makes technical improvements, it is recommended to check whether this document is still up to date before starting any work.

- 30% hydrogen peroxide solution

6. Claiming Warranty Rights

- Any complaint under warranty must be submitted in writing along with the original sales receipt.
- Warranty claims must be made within a maximum of 30 days following the occurrence of the relevant defect.
- The company reserves the right to inspect the product on-site or, if deemed necessary, to have it examined by third parties before accepting the claim.

7. Warranty Services

- Within the scope of the warranty, PORWALL may provide service to the original buyer, at its discretion, either through a monetary refund or product replacement.
- Monetary compensation is based solely on the depreciated value of the product. This value is calculated according to the warranty period; for example, in private use, the value of PORWALL panels decreases by 1/5 each year compared to the value of a new product.
- In case of replacement, substitute panels for defective ones are delivered free of charge to the original point of sale. No additional claims beyond this service can be made under the warranty.
- Warranty claims do not cover the following costs:
 - Removal and reinstallation,
 - Transportation, storage, and travel expenses.
- If the requested pattern is no longer available, selection will be made from the current product range.

8. Data Protection

- The first-time purchaser agrees that Portakal Ahşap may store customer data. This data is used solely for warranty procedures and will not be processed for any other purposes.
- The customer may withdraw consent for data usage at any time by sending an email to info@portakalahsap.com.

9. Applicable Law

Turkish law shall apply, excluding the CISG (United Nations Convention on Contracts for the International Sale of Goods).