

## FLEXOCLAD MATERIALS GUARANTEE

Issued by: Flexoclad (Pty) Ltd

Registration Number:

Website: [www.flexoclad.co.za](http://www.flexoclad.co.za)

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### The FlexoGuarantee

**Flexoclad**, emphasizing its quality, performance, and service assurance.

At **Flexoclad**, we are committed to offering high-performance, sustainable decorative panels that meet the highest standards in aesthetics, durability, and functionality. We proudly stand behind every product we supply.

We guarantee that all Flexoclad panels will be:

- **Colorfast** under normal exposure conditions
- Made with **eco-conscious, recyclable materials**
- Consistent in finish, dimension, and design as per approved samples

### 1. Guarantee Coverage

Flexoclad (Pty) Ltd (“Flexoclad”) hereby guarantees that all decorative panels and related materials supplied under the Flexoclad brand (“Products”) are:

**Applicable Products:** All original Flexoclad decorative cladding panels and accessories

- Manufactured to the highest quality standards,
  - **Free from manufacturing defects** at the time of delivery
  - **Waterproof**, UV-resistant, and **suitable for both indoor and outdoor use – see each range for specifications**
  - Designed for indoor use in standard interior environments, however Ecoflex for outdoor and indoor use
  - Compliant with relevant industry regulations and safety standards.
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### 2. Guarantee Period

This guarantee is valid for a period of **10 years** from the date of purchase, provided that the Products are:

- Installed by qualified professionals,
- Used for their intended purpose,
- Maintained and cleaned in accordance with Flexoclad’s care guidelines.

### Warranty Period

All Flexoclad products come with a **10-Year Limited Warranty**, which covers:

- **Delamination or peeling** under normal environmental conditions
  - **Structural failure** of the core material
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- **Unnatural fading or discoloration** not caused by misuse or harsh chemicals
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### 3. What Is Covered

- **Structural Integrity:** The panels will retain their form and structure under normal use.
- **Delamination & Warping:** The materials will not delaminate, crack, or warp abnormally when properly installed and maintained.
- **Surface Performance:** Decorative finishes will remain intact and not peel or degrade under typical indoor conditions for Luxflex, and will not peel or degrade under typical outdoor conditions for Ecoflex
- **Use** in high-humidity, wet, or outdoor environments is ideal for all Flexoclad products
- **Exposure** to extreme temperatures or direct UV light for prolonged periods only for Ecoflex range

### Conditions for Warranty

This guarantee is valid under the following conditions:

- Products must be installed according to **Flexoclad's official installation guidelines**
  - Panels must be stored and handled **as per instructions provided**
  - No third-party alterations, coatings, or modifications have been made
  - Proof of purchase or delivery must be provided
  - This guarantee applies solely to original purchasers of Flexoclad materials and is non-transferable.
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### 4. Exclusions

This guarantee does not cover:

- Improper installation or handling,
- Accidental damage, misuse, neglect, or vandalism,
- Modifications or alterations made after purchase,
- Normal wear and tear, including minor surface scratches or fading due to environmental exposure.

### Not Covered

This guarantee does not cover:

- Damage due to **improper installation**, negligence, or physical impact
- **Normal wear and tear** or minor color variations
- Exposure to **extreme conditions** beyond product specifications
- Use in areas with **constant water submersion** (e.g., pools or saunas) unless otherwise specified
- **Accidental or intentional damage**, fire, or vandalism

## 5. Claim Procedure

To make a claim under this guarantee:

1. Provide proof of purchase and date of installation.
2. Submit written notice of the defect within 5 days of discovery.
3. Allow Flexoclad or its appointed representative access for inspection.

Flexoclad reserves the right to assess the claim and determine whether the defect is covered under the terms of this guarantee.

## How to Claim

To initiate a claim under this guarantee:

1. Email [support@flexoclad.com](mailto:support@flexoclad.com) with:
  - Description of the issue
  - Photos or videos showing the defect
  - Proof of purchase and installation date
2. Our technical team will assess the claim and respond within **7 working days**

If a valid claim is accepted, Flexoclad will, at its discretion:

- Replacement of the affected product
- Credit for future purchases
- Refund (only in rare, qualifying cases)

Flexoclad shall not be liable for installation or removal costs, loss of income, or any indirect or consequential damages.

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## 7. Legal

This guarantee is governed by the laws of the Republic of South Africa. It provides specific legal rights, and you may also have other rights under applicable consumer protection laws.

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## Flexoclad Promise

We are more than a product—we are a promise.

Flexoclad is designed for **longevity**, **sustainability**, and **timeless style**, backed by people who care about your project as much as you do.

Let your walls tell your story—**beautifully, boldly, and guaranteed.**