

# WARRANTY TERMS

## HB Composite NV

### 1. Warranty Period

HB Composite NV provides a 15-year warranty against material and manufacturing defects on its Aqua Composite products, commencing from the invoice date, provided the products have been installed and used in accordance with the guidelines set out in this document.

### 2. Conditions for warranty

The warranty is valid only under the following conditions:

#### a. Commencement of warranty

The warranty period starts on the invoice date of the delivered goods.

#### b. Inspection before installation

The product must be checked for visible defects before installation. Products with visible defects must not be installed and must be reported in writing to HB Composite NV or the dealer where the products were purchased within 14 days of the invoice date. Timely reports are eligible for replacement. Reports submitted after this period are excluded from warranty coverage.

#### c. Proper use, installation and maintenance

Products must be applied, installed, and maintained in accordance with HB Composite NV's processing guidelines. These are available in the packaging and can be consulted at [www.hbcomposite.com](http://www.hbcomposite.com).

These guidelines include, among others, the following requirements:

- Products may only be used in a space that is suitable and meets the specifications for the product.
- Watertightness of the joint between panels (I4F Click 4U/3L connection or I4F Click & Screw connection on the long side) is only guaranteed if the products are installed in accordance with HB Composite NV's processing guidelines.
- Expansion requirements must be strictly observed: a minimum of 5 mm at edges and connections.
- Products must be installed in one of the following ways:
  - ✓ Glued with HB Composite Hybrid polymer adhesive, or
  - ✓ Mounted on battens with screws as specified, if the product is equipped with a Click & Screw connection, or
  - ✓ Floating installation with a suitable underlay for thin rigid click floors, if the product is equipped with a Click 4U/3L connection. The floating installation method is not permitted in wet areas such as bathrooms.

#### d. Permitted temperature conditions

The panels are suitable for use in indoor spaces within the following temperature limits:

- ✓ Ambient temperature: min. -10°C to max. 40°C (continuous)
- ✓ Maximum panel surface temperature: 70°C (short-term)
- ✓ Minimum installation temperature: 15°C

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**Note:** Installation near heat sources such as radiators, convectors, or open fireplaces requires a minimum clearance of 40 cm between the heat source and the panel surface. If in doubt, the installer must carry out a thermal measurement.

### 3. Exclusions

The warranty is void in cases of:

- a. Improper use, installation, or maintenance;
- b. Damage resulting from exceeding the permitted temperature conditions;
- c. Damage resulting from the use of non-approved cleaning agents or solvents;
- d. Mechanical damage after installation caused by, for example, impacts, cuts, tears, heavy or sharp objects, or the moving of (heavy) furniture;
- e. Damage or deviations that are not clearly visible
- f. Applications in outdoor environments, submerged in water, or in industrial environments with aggressive vapours.

### 4. Submitting a warranty claim

Claims must be submitted in writing to HB Composite NV within 30 days of identifying the defect, accompanied by proof of purchase, photographic documentation, and a description of the installation conditions. HB Composite NV reserves the right to carry out an on-site assessment before reaching a decision.

If the claim is found to be valid, HB Composite NV will replace the defective product with an equivalent alternative available at that time, in accordance with these warranty terms. In the event of a dispute, the matter will be submitted to a competent expert.

**Note:** Reimbursement of additional costs—such as installation, transport, removal, or relocation—is excluded.

### 5. Limitations of the warranty

The warranty is valid exclusively for the first owner/purchaser of the product and is non-transferable. Minor colour or texture variations between products are inherent to the production process and are not covered by this warranty. Colour degradation is considered normal wear and tear in proportion to the period of use.

The warranty is degressive in nature: the warranty value decreases as the product remains in use for a longer period. When submitting a claim, the remaining warranty value is calculated as a percentage of the usage period, with a maximum term of 15 years.

Services performed under this warranty do not extend the original warranty period.

### 6. Liability

No other warranties apply beyond those described in these warranty terms. HB Composite NV is not liable for direct or indirect damages and/or costs caused by a defective product, nor for costs related to removal, reinstallation, transport, or transactional costs.

However, HB Composite NV will make every reasonable effort to work together with the customer to find and, where possible, provide an appropriate solution.