

SUMÁN FROM LOSÁN

Finest prefinished panels

Sumán is another quality range from LosánNL and is backed by the following terms, conditions and warranty:

- 1 – This warranty is only applicable to the original purchaser and the first installation.
- 2 – This warranty only applies specifically to our “Sumán” range of prefinished wood veneered panels.
- 3 – This warranty commences on the date of delivery to site of installation.
- 4 – This warranty is null & void if the panels are incorrectly stored or handled prior to installation.
- 5 – The period of the warranty is 5 years. If repair or replacement is deemed necessary, this will be covered by the original warranty. A new warranty will not be applicable.
- 6 – In the unlikely event that repair or replacement is required, LosánNL reserve the right to replace with products from our current product portfolio. No form of consequential loss (compensation or damages) will be entertained or accepted. Nor does this warranty cover any costs associated with removal of defective panels nor their replacement. In the event of repair LosánNL reserves the right to use third parties if necessary.
- 7 – The following scale (% value of cost) is applicable depending on the time period when repair or replacement occurs. Within year 1 / 100%, year 2 / 85%, year 3 / 75%, year 4 / 50%, year 5 / 25%.
- 8 – This warranty applies worldwide.
- 9 – This warranty is strictly limited to the terms and conditions expressed herein and in our “general conditions of sale and delivery” and excludes any claims for consequential loss.
- 10 – Claims under warranty – these must be made in writing (email or registered letter) by the purchaser to their distributor or direct to LosánNL if purchased directly, within 30 days of detection. The written claim must detail the nature of the complaint and wherever possible include photographs & samples.

LosánNL

Visiting address: Phileas Foggstraat 112 | 7825 AM Emmen | The Netherlands  
Postbus 2249 | 7801 CE Emmen | The Netherlands

T +31 591 666 888 | [www.losan.nl](http://www.losan.nl)

Bank account: ING – NL33INGB0655129375

Chamber of Commerce: 34178214 | VAT nr.: NL811025834.B.01

11 – Exclusions. Please note that the following are not covered by this warranty.

Installed panels with visible defects that the purchasers own quality control has failed to condemn.

Any damage incurred by poor installation, maintenance or misuse of any kind.

Normal “wear and tear” e.g. impact damage, surface scratching, humidity damage or any form of damage caused by misuse or lack of reasonable care. Note “Sumán” is not suitable for worktop application in kitchens or bathrooms, this warranty is void if used in these applications.

Discolouration and variation in grain & structure. “Sumán” is a natural product and as such will be subject to the influence of sunlight which may darken or lighten the panel. All trees are unique with variable grain & characteristics, this is the beauty of real wood and this natural variation cannot be deemed as defective.

Different production runs. Whilst every care is made to ensure batches produced at different times are as similar in colour as possible, being a natural product means that variations will occur. We therefore recommend that the installer uses the same production batch in each application and does not mix batches.

12 – Maintenance – our maintenance & cleaning instructions should be strictly complied with (see below or on our website for details). Any deviation will void this warranty.

Routinely remove dust with a soft dry (preferably lint free) cloth. A slightly damp cloth can be used on light contaminates. On a more stubborn contamination the addition of a mild cleaning agent or detergent can be used, but too much water is to be strictly avoided at all times. In any application if any spilt liquids come into contact with your Sumán panels, the panels must be dried immediately to prevent possible damage. DO NOT use solvent based cleaners including acetone or ethyl butyl acetate and DO NOT use wax or oil. Use of any of these may result in irreversible damage to your panels.

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