

Warranty terms & conditions

Silen Spaces come with a warranty of up to 5 years.* The warranty period starts on the next day after your Space has been delivered to you. The warranty is only effective when Silen Space's installation guidelines have been followed during installation, when the product has been used as intended and when your Space has been maintained according to the maintenance guidelines.

WHAT TO DO WHEN SOMETHING GOES WRONG?

To benefit from the warranty during the applicable warranty period, you need to notify Silen about the defects that have appeared within two weeks after their emergence.

To do that, send a written claim to Silen, pointing out the following:

- the name of the defected product or detail
- a detailed description of the fault/defect
- a photo and a video of the fault/defect

You also need to add your sales receipt, delivery note or any other document that proves that you purchased the product.

The replaced and fixed products are subject to the same terms and conditions as the new products are.

The warranty does not exclude or limit your right to use other remedies based on the law or on your contract.

Your warranty provider is: SILEN OÜ, Tallinn, Estonia

WHEN IS MY WARRANTY ACTIVE?

In order to be covered by the warranty, you have to maintain your Space at reasonable intervals, check the connections and tighten them when necessary. The warranty does not extend to the natural wear of the Space, or to the texture and shade differences in wooden surfaces when you have purchased your products or its details at different times (as an additional order). The warranty does not extend to the floor cover's permanent wear deformations that can be caused by the levelers of Silen Space.

The warranty becomes invalid also in the following cases:

- when maintenance work has been undertaken on the Space during the official warranty period by a service provider who is not licenced by Silen
- when details have been added to the Space which have not been approved by Silen
- when the faults or defects have appeared due to wrongful maintenance, product's misuse, or during relocation of the assembled product
- when the Space has been subjected to mechanical damage

HOW WILL IT GET FIXED?

During the active warranty period, Silen will fix or replace all defective details or products as fast as possible, but not later than within 60 days after the written claim has been accepted by Silen.

Silen will not cover any labour costs related to the replacement of components/parts.

The delivery of replacement parts (that are covered by the warranty) is subject to similar conditions that were in effect during the original delivery of the product.

* The default warranty period is 2 years from the issuing of the product or from signing the installation act. As an additional option, you can also choose a 2+3 years warranty package. You can ask your distributor for more information.