Morvena

Commercial warranty for business customers

28 September 2026

Extract from the B2B terms and conditions dated 28 September 2026.

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Full terms and conditions

23 Commercial B2B warranty

23.1 Morvena grants a commercial warranty for 12 months from release at the workshop for demonstrable workmanship defects in its own services. For this warranty, the release date is the date stated in the written readiness notice on which the agreed finishing is technically complete and actually available for inspection and handover. A merely planned production date does not constitute release. Later collection at the client's request does not postpone that date. For partial release, the date applies to the components concerned. The covered workmanship defect must become apparent during the warranty period and be reported under Article 22.2. This warranty does not create a broader obligation to achieve a specific result.

23.2 Within the agreed build-up and conditions of use, cover includes abnormal loss of adhesion, blistering, flaking or a substantial deviation from a binding written reference caused by Morvena's fault.

23.3 The commercial warranty does not cover a defect insofar as caused by substrate defects or movement; customer design or preparation; unknown previous products; silicone, wax, oil, glue or contamination; moisture, heat, UV, outdoor use without a suitable system, impact, scratches, wear, chemicals or unsuitable care; transport, storage or installation; use before full curing; or third-party alterations or repairs. The exclusion concerns only the defect thereby caused and does not end cover for independent workmanship errors by Morvena. Agreed acceptable differences and natural evolution in wood, veneer, colour, gloss, texture, metallic effect and patina are not in themselves workmanship errors. This article does not restrict rights that cannot lawfully be excluded.

23.4 For customer materials or customer-specified products, Morvena warrants careful processing only, not their intrinsic properties, compatibility or durability. A longer or technical system warranty applies only following express written confirmation and within the manufacturer's conditions and the agreed complete build-up.

23.5 The commercial B2B warranty depends on full and timely payment for the order. For an overdue unpaid amount, Morvena sends a written demand stating the undisputed balance, payment details and applicable warranty consequences. The full balance not subject to a serious, reasoned dispute must be irrevocably received in its account within five working days after dispatch. The first working day is the working day after dispatch; Saturdays, Sundays and Belgian public holidays are excluded. The deadline is 23:59 on the fifth working day. Non-payment permanently ends the warranty if the demand expressly warned of this, subject to the following exception. Where the remaining undisputed balance at the deadline is no more than 10 per cent of the total agreed VAT-inclusive order price, only performance of the warranty is suspended until payment. Even outside that numerical exception, permanent forfeiture is not applied where it would be manifestly disproportionate to the amount and circumstances of the breach. A part subject to a serious, reasoned dispute is not counted for the sanction while that dispute remains unresolved; the undisputed balance remains payable. Following permanent forfeiture, late payment does not restore the warranty unless Morvena agrees otherwise in writing.

23.6 Permanent forfeiture does not affect defects correctly reported before the demand's deadline or liability or rights that cannot lawfully be excluded. Where only suspension applies, the customer may continue to report defects; after full payment, timely reported defects covered during the original warranty period are processed. Suspension does not extend that period. Morvena may suspend handling only where legally justified. This regime concerns only the voluntary commercial B2B warranty and does not apply to consumers.

24 Remedies for an attributable defect

24.1 For a timely and valid complaint, Morvena first has the right to examine the affected component and, at its choice, repair, refinish or re-perform the relevant service within a reasonable period.

24.2 Only if repair or re-performance is impossible, clearly disproportionate or unsuccessful after a reasonable attempt is the customer entitled to a proportionate price reduction or refund of the net price of the affected defective portion.

24.3 The remedy is in principle performed at Morvena's workshop. Dismantling, reinstallation, site work, packaging, transport, accommodation, production downtime and third-party services are excluded unless Morvena accepts them in writing beforehand or mandatory law requires otherwise.

24.4 The customer may not engage a third party to repair at Morvena's expense without prior written consent, except where an urgent need to prevent further damage immediately is proven.

24.5 Repair or reperformance under the commercial warranty concerns the components affected by the covered workmanship defect and does not automatically entail renewal of the entire order or reworking of unaffected components. Morvena performs the work needed to properly restore the agreed finishing of the component concerned. The original commercial warranty expiry date remains applicable; a new full period only arises if Morvena promises it in writing. Liability for a fault in the repair itself and statutory rights that cannot be excluded remain unaffected.

The other provisions of the applicable B2B terms remain in force, including Article 25 on liability and its exceptions.