Morvena

Commercial warranty for private customers

28 September 2026

Extract from the consumer terms dated 28 September 2026.

VDB Origin BV · Morvena
Industrieweg-Zuid 1360 · 3520 Zonhoven · België / Belgique / Belgium
BE0764.462.542 · info@morvena.be · +32 11 27 09 92

Full terms and conditions

C10 Defects and warranty

C10.1 Services or work on your existing goods are governed by the statutory rules applicable to that contract. Sales of consumer goods, including legally equivalent cases, attract statutory conformity rights. New consumer goods generally have a two-year statutory guarantee from delivery. The assignment's actual content, not merely its title, determines classification.

C10.2 Report a defect as soon as possible with project number, description and, where possible, photographs. B2B periods of five working days or twelve months do not limit your statutory rights. Morvena gets a reasonable opportunity to examine without obstructing your statutory remedies.

C10.3 Where the statutory conformity guarantee applies, repair or replacement is free, within a reasonable time and without significant inconvenience, under statutory conditions. Necessary transport, labour and material costs are not transferred to you. Price reduction or termination remains possible in statutory cases.

C10.4 Morvena, the trading name of VDB Origin BV (BE0764.462.542), Industrieweg-Zuid 1360, 3520 Zonhoven, also grants private orders a 12-month commercial warranty from release at the workshop. This warranty forms an integral part of these consumer terms.

C10.5 The warranty covers demonstrable workmanship defects in our own finishing within the agreed coating system and conditions of use, including abnormal loss of adhesion, blistering, flaking or a substantial deviation from the binding written reference caused by a workmanship defect attributable to Morvena. It covers our finishing wherever the components are used, within the agreed use.

C10.6 The warranty does not cover substrate movement, customer design or preparation errors, unknown pre-existing products, contamination, wear, scratches, unsuitable use or care, unsuitable storage, transport, installation, use before full curing or alterations by third parties, insofar as these caused the defect. Agreed variations or variations inherent in the finish are not workmanship defects.

C10.7 Report a defect as soon as possible to info@morvena.be or in writing to the workshop address, with your project reference, the affected component, a description and, if possible, photos. We investigate the report and repair or re-perform the finishing of the affected component free of charge for a covered workmanship defect. Agree inspection and any transport arrangements with us first.

C10.8 Your statutory rights remain fully unaffected. Where the statutory conformity guarantee applies, you retain your statutory remedies against the seller free of charge. B2B reporting deadlines, liability caps and permanent warranty forfeiture after five working days do not apply to this private warranty.

C10.9 For this commercial 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 your 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 as soon as possible under C10.7. This does not limit statutory rights or time limits.

C10.10 Commercial warranty repair or re-finishing concerns the component affected by the covered workmanship defect. It does not automatically require replacement of the substrate, renewal of the whole order or re-finishing of unaffected components. Morvena nevertheless assesses what is necessary to properly restore the agreed finish of the affected component. Any necessary wider statutory remedy remains available.

C10.11 Before repair, agree where inspection and re-finishing will take place and who will dismantle, pack, transport and reinstall the component. These ancillary services are not automatically included in the voluntary commercial warranty; Morvena states beforehand which it will undertake and any charges submitted for your agreement. Costs that Morvena must bear under a statutory remedy remain its responsibility. C10.3 remains fully applicable where the statutory conformity guarantee applies.

C10.12 Investigation outside a covered warranty or statutory remedy may incur only reasonable charges expressly agreed beforehand. Before that investigation, you receive the price or calculation method and decide whether to order the paid service. Rejection of a complaint alone does not make investigation charges payable.

C10.13 Preserve the affected component, relevant photographs and the circumstances in which the defect appeared. Give Morvena a reasonable opportunity to inspect before non-urgent dismantling, destruction or third-party repair. Agree in advance any intervention at Morvena's expense, except necessary urgent damage mitigation or an applicable statutory right. In that case record the condition, urgency and costs and notify Morvena as soon as possible.

C10.14 Repair under the voluntary commercial warranty does not change the original expiry date for other components. The remaining commercial period continues for the repaired component unless a longer period is promised in writing. Statutory rules on suspension, extension or a new period, and liability for the repair itself, remain unaffected.

The other provisions of the applicable consumer terms remain in force.