

Our Laminate Flooring Warranty

When you shop with us, you're always covered for manufacturing defects. We're confident in the quality of our products and are happy to offer a warranty on laminate flooring that lasts 25 years.

But to get the best out of your new floor it's important that the fitting process is carried out correctly and that you understand the full terms of our warranty. So please read the below conditions and guidelines carefully before you fit your new floor.

Warranty terms

1. Luxury Flooring is responsible for manufacturing defects.
2. Floors must be installed correctly according to the outlined instructions. The warranty covers regular use.
3. The warranty does not include the use of this product in outdoor spaces, basements, damp and wet spaces such as bathrooms or other high-humidity areas, or poorly ventilated areas.
4. It is the sole responsibility of the flooring installer to conduct thorough checks of the site, subfloor, installation tools and materials to ensure they meet or exceed the acceptable industry standards for installing vinyl flooring.
5. Planks showing visible defects should not be used as part of the installation. It is the responsibility of the owner/fitter to deselect these boards at the time of installation. We manufacture our products by following the accepted industry standard which outlines that defective boards must not exceed 5% of the full pack.
6. Always check all boards to ensure the board dimensions are accurate before installing. Off-cut boards should not always be classed as waste, short or longer pieces can both be used around the perimeter of the floor if permitted. This product is produced with a manufacturing tolerance of + or - 0.5-lmm on the dimension of the board and in line with specified timber manufacturing guidelines, as such any items out of tolerance should be dismissed as part of the 5% manufacturing tolerance.
7. Flooring is subject to normal wear and shall not be covered by this warranty, i.e. any visual faults having arisen due to changed climate conditions, the influence of sunlight and the effects of normal ageing. If you don't maintain the floor correctly, the warranty is null and void.
8. Excluded under this warranty are scratches, heavy impacts, humidity, faults having arisen due to dampness or water damage or any other causes as a result of force majeure.
9. Damage caused by improper use or negligence is not covered under this warranty. For example stains or mechanical damage to the surface

(scratches and dents) resulting from improper treatment during transport, storage and any damage caused by stiletto heels, furniture, stones, sand and pets.

10. If you have a defect which falls under the conditions mentioned in this warranty, you should report this to your dealer in writing within 14 days after detecting the defect. In your letter, you should include a copy of the original invoice.

11. This warranty only relates to the planks supplied, and consequently, it does not include labour costs, the costs of additional material and any other consequential loss.

12. In case of a dispute arising from the Luxury Flooring warranty, either party may call upon an independent expert to render binding advice. If this clause is applicable, the cost is to be agreed in writing with all parties involved in advance.

13. Where the Luxury Flooring warranty applies, Luxury Flooring or its distributors will replace the faulty product. In case the product in question is no longer available, Luxury Flooring will ensure replacement of an alternative product of the same quality.

14. This warranty shall apply only to the original owner/ purchaser of the floor.

Installation guidelines

Site preparation

- Before installing your new Luxury Flooring, please ensure that the following points are addressed:
 - The building must be weather-tight, the heating system operable, crawl spaces and basements must be dry, and all wet trades (plastering, painting etc.) must have been completed.
 - Furniture, artwork and other valuables have been removed from the installation area.
 - Skirting boards and mouldings have been removed, door frames have been undercut, and all existing flooring and underlay has been removed, if necessary.
 - Kitchen cabinets and islands should be fitted prior to installation of flooring and NOT on top of the new flooring as the boards will buckle under the weight.
- Prior to dispatch, the room temperature and relative humidity (RH) should be checked, see current British Standards. This usually means air temperature between 18-27⁰C and relative humidity 40 – 70% before, during and after the installation. Keep a record of moisture content and room condition measurements that exist at the time of installation. Once these conditions are achieved the delivery of the materials to site should be as

close to the installation date as possible providing at least 24 hours acclimatising period.

- The room temperature must be maintained for at least 48 hours after installation.
- If Underfloor Heating is installed, laminate flooring may be exposed to max 27°C and the subfloor must be flat and stable.

Subfloor preparation

- Laminate flooring can be installed on most substrates, which must be clean, sufficiently dry and firm, free of yield or movement, free of cracks and flat (max 3mm per 2 metre and max 1.2mm per 25cm).
- For a concrete substrate, the max. RH is 85 % during installation, measured in accordance with the current industry standard. Any dust or loose particles must be carefully removed. Any stains or spills from paint, oil or similar must be removed. Any unevenness in concrete floors must be levelled. Levelling compound/filler must be sufficiently firm for the area of application in the premises.

Expansion gaps

- Allow a 2mm expansion gap around the whole outer border, i.e. also for pipes, stairs, pillars, door frames and thresholds.
- In rooms with quadratic areas (L, F, T, U shapes), separate the areas using an expansion joint, especially by door openings. If you have any questions, please contact your dealer for further information. You can use the floor immediately after installation. The strips must be secured to the wall, never to the floor.