

UK WARRANTY

1. Luxury Floor is responsible for manufacturing defects.
2. Luxury Flooring must be installed correctly according to the outlined above instructions. The warranty covers regular use.
3. 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. These boards are to be allowed for in the 5% waste tolerance. Boards with visible defects that are installed are excluded from this warranty. Colour and grade de-selection is not allowed for, as this is a personal choice and not a defect in the manufacturing of the product.
4. 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.
5. LT flooring, is subject to normal wear and shall not be covered by this warranty, i.e. if you don't maintain the floor correctly, the warranty is null and void.
6. Excluded under this warranty are scratches, heavy impacts, humidity, and damage caused by incorrect use or lack of correct maintenance.
7. 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.
8. 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.
9. In case of a dispute arising from the Luxury Floor 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.
10. Where the Luxury Floor warranty applies, Luxury Floor or its distributors will replace the faulty product. In case the product in question is no longer available, Luxury Floor will ensure replacement of an alternative product of the same quality.
11. This warranty shall apply only to the original owner/ purchaser of the wood floor .

WARRANTY WILL NOT BE APPLICABLE IN CASE OF:

1. The floor has not been installed following the correct methods outlined in the instructions by a qualified installer .
2. The faults were noticed and ignored before the floor was installed.
3. Defects and faults having arisen due to dampness or water damage or any other causes as a result of force majeure.
4. Defects and faults have been caused by improper use or negligence and failure to use the product for its intended purpose, as well as having been caused by having disregarded the instructions for installation, use and maintenance.
5. Visual faults having arisen as a result of any deformation of the boards due to changed climate conditions, any variations in colour due to the influence of sunlight and the effects of normal ageing and wear and tear of the finishing coat
6. 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.

**MANUFACTURING TOLERANCE
LVT FLOORS ARE A MANY VARIANCES IN COLOUR
AND DECOR AND CHARACTER IN EACH
INDIVIDUAL PIECE OF FLOORING, WE ALWAYS
THEREFORE RECOMMEND YOU WORK FROM 3-4
PACKS OF FLOORING AT A TIME IN ORDER TO
GET THE BEST NATURAL COLOUR MIX.. THIS
PRODUCT IS PRODUCED WITH A
MANUFACTURING TOLERANCE OF + OR – 1.5%
ON THE DIMENSION OF THE BOARD AND IN LINE
WITH SPECIFIED MANUFACTURING GUIDELINES,
AS SUCH ANY ITEMS OUT OF TOLERANCE
SHOULD BE DISMISSED AS PART OF THE 5%
MANUFACTURING TOLERANCE.**