

Warranty Information

Valid from: 01.03.2019 Version 1.1

Subject to the conditions and exclusions set out in this document, PROJECT FLOORS (UK) LTD warrants that, from the purchase date, the products listed below will be free from manufacturing defects and will not “wear out” during the periods listed below:

Product	Commercial	Residential
floors@home20	3 yrs*	10 yrs
floors@home30	7 yrs*	15 yrs
floors@home40	9 yrs	17 yrs
floors@work55	12 yrs	20 yrs
floors@work80	15 yrs	25 yrs
Chevron Collection	12 yrs	20 yrs
Herringbone Collection	12 yrs	20 yrs
Timber Collection with grout line bevel	12 yrs	20 yrs
Random Tile Collection	12 yrs	20 yrs
SPC - Core Collection	n/a	12 yrs

*Light commercial = commercial use under situations classified 31 in EN 685

Definitions:

1. “Wear out” means the removal of the design of the product by removal of the wear layer
2. “Commercial” means areas where business is conducted
3. “Residential” means areas within the home

Conditions:

1. A completed warranty registration form and a copy of the purchase receipt has been received by PROJECT FLOORS within 28 days of the installation date.
2. The product was supplied by an authorised dealer and installed by a professional fitter strictly in accordance with BS 8203: 2017 and the instructions of PROJECT FLOORS (UK) LTD.
3. The product has been correctly specified for the area in which it has been installed as outlined in our technical specifications.
4. All correct materials and recommended adhesives were used during the installation
5. The product is maintained in accordance with the instructions provided by PROJECT FLOORS (UK) LTD.

Exclusions:

1. Defects arising from sub-standard installation or sub-floor issues.
2. Expansion or contraction of the product due to insufficient bond strength or the use of incorrect or non recommended adhesives.
3. Issues arising through the use of incorrect or non recommended maintenance products.
4. Damage caused by the use of steam mops.
5. Damage or fading caused by exposure to direct sunlight or excessive heat.
6. Scuffs and scratches or damage caused by spiked heels, castor wheels or furniture legs.
7. Discolouration caused by the use of rubber mats or other rubber products.
8. Damage caused by, but not limited to, burns and spillages, scratches, indentations, excessive moisture, flood, bleach, acid or other corrosive elements, abuse or abnormal usage.

Claims:

1. All claims must be submitted in writing with a copy of the original purchase receipt and warranty registration along with a description of the defect, photographs and samples where applicable.
2. PROJECT FLOORS (UK) LTD may choose to inspect the installation to determine the cause of the issue.
3. If the product is found not to comply with the warranty as stated above, PROJECT FLOORS (UK) LTD will offer compensation at an annual rate proportional to the length of time the product has been installed based on a percentage of the original price and depreciating to arrive at zero at the end of the warranty period.
4. PROJECT FLOORS (UK) LTD may alternatively offer to supply replacement material sufficient to replace the affected area/areas. PROJECT FLOORS (UK) LTD may also reimburse proportionate costs of the installation of the replacement flooring including costs associated with sub-floor preparation, should this be required, and providing all costs are agreed in advance.
5. If replacement material is to be supplied it will be from the same design and quality, provided it is still available. If the design is no longer available, a design as close as possible to the original will be supplied.

PROJECT FLOORS (UK) LTD is not responsible or liable for any costs relating to consequential loss, external evaluations, or any other expenses or costs. This warranty does not affect your statutory rights.

Warranty Registration Form

Valid from: 01.03.2019 Version 1.1

Your Details

Name:

Address:

City:

Post Code:

Telephone:

Email:

Please tick here if you would like to receive an email confirmation of your warranty

Product Details

Product Name:

Product Code:

Date of Purchase:

Installation Details

Which room/s is the floor installed in?

What was the total Purchase Price?

How many square metres were purchased?

Date of installation:

Retailer / Installer Details

Name:

Address:

City:

Post Code:

Telephone:

Email:

Return your warranty registration form along with a copy of your purchase receipt within 28 days of the installation of your floor to:

By post: PROJECT FLOORS (UK) LTD, The Oval, 57 New Walk, Leicester LE1 7EA

By email: info@projectfloors.co.uk

Please keep a copy for your records

Please refer to the PROJECT FLOORS (UK) LTD warranty information leaflet for terms and conditions of your product warranty