

# 5 YEARS Guarantee



# FACILITY FLOORING GUARANTEE

FACILITY FLOORING guarantee that the above named product is free of any defects, in materials or workmanship and offers guaranteed performance in line with our product literature. Our guarantee is effective from the date of delivery from our premises and in accordance with the terms and conditions set out below.

## Guarantee Terms

If in the sole opinion of FACILITY FLOORING the product covered by this guarantee is determined to be defective FACILITY FLOORING shall replace any defective material (which may be all, or part of an installation) in an identical floorcovering or if such floorcovering is unavailable or discontinued in the nearest alternative floorcovering in terms of aspect and quality.

FACILITY FLOORING at its discretion reserves the right at all times to carry out any remedial work it considers necessary to correct any slight imperfection. This does not affect the Guarantee.

## This Guarantee is conditional on:

- The defective product and premises where the product is laid or stored being made available to FACILITY FLOORING for inspection and testing.
- FACILITY FLOORING being entitled to use any independent body as part of the inspection and testing process.
- Preparation of the sub-floor and installation must be in accordance with specifications recommended by FACILITY FLOORING
- All materials must be fitted using adhesives which meet the specifications recommended by FACILITY FLOORING
- Product being properly applied, installed, cleaned and maintained in accordance with FACILITY FLOORING recommendations.
- The product shall not be subject to stresses and operating forces beyond recommended levels
- No third party having attempted to alter or repair or undertake any remedial work
- FACILITY FLOORING immediately being notified in writing of any alleged defect
- All outstanding amounts in relation to the product supplied having been paid to FACILITY FLOORING and by the agreed date for payment
- The purchaser remains in occupation at the installation address, the guarantee is only valid in this case and is non-transferable
- The level of liability under this guarantee being limited to and shall not exceed the original value of the product.

The replacement of defective materials under this Guarantee shall be limited dependent the amount of time that has passed since the material was delivered.

## For products with a ten year guarantee the following shall apply.

### If the claim is made within:

- First year following date of delivery: 100% of the value of the acknowledged defective part.
- Years 2 and 3 following date of delivery: 75% of the value of the acknowledged defective part.
- Years 3 and 4 following date of delivery: 50% of the value of the acknowledged defective part.
- Years 4 and 5 years following date of delivery: 30% of the value of the acknowledged defective part.

## This Guarantee shall not apply under the following circumstances:

- Any abnormal use or applications not in accordance with those specified on FACILITY FLOORING technical literature or installation guide.
- Damage caused through accidents, fires, explosions, floods, negligence arising in the course of transportation and warehousing or other mishandling, or caused by unqualified third parties attempting remedial works.
- Use of the product with underfloor heating systems which can surpass 27 degrees Celsius.
- Damage caused by abrasive objects, knives, chemicals, chemical transference, dyes or burns.
- Colour variation due to excessive U.V. radiation affecting light fastness.
- Damage resulting from poor planning of the floor, unreasonable treatment and abuse, or from extreme pressures over a limited area (includes heavy loads, localised point loading and wheeled equipment or furniture)
- Floorcoverings which have been sold as "downgraded" or "seconds" products.
- Damage resulting from incorrect fitting of the products, including incorrect or improper preparation of the floor on which the product is fitted, or incorrect materials (including adhesives) used in fitting the product.
- Damage resulting from incorrect maintenance including improper cleaning methods or using non-approved cleaning materials.

FACILITY FLOORING shall not be liable under this guarantee for any indirect or consequential loss or damage, loss of business, loss of custom, or costs incurred by third parties under the terms of this Guarantee.

## For and on behalf of FACILITY FLOORING



**FACILITY  
FLOORING**

**Paul Deegan**  
Business Development Director

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