

Karndean Designflooring Guarantee

Products covered: Karndean LooseLay

Subject to the conditions and exclusions set out below Karndean Designflooring guarantees that the products listed will not wear out and will be free from any manufacturing defects from the original date of purchase for the periods and in the applications as set out in the table below;

Product	Commercial	Residential
LooseLay	15 years	Lifetime*

*Defined as 35 years

Definitions -

"Wear Out" is defined as the removal of pattern from the product.

"Lifetime" is defined as 35 years. The warranty is fully transferable to the next owner as long as the floor is used as specified for the room type.

"Commercial" installation is defined as one in which business is conducted.

"Residential" installation is defined as all areas within a home or apartment.

Conditions - The warranty is conditional on the following having been met:

1. The product has been fitted according to the instructions, current at the time of installation, using the correct materials and adhering to the BS 8203 code of practice.
2. The subfloor meets the relevant building standards, current at the time of installation, and the adhesives recommended for the application were used.
3. The product used has been correctly specified for the use of room in which it was installed and in accordance with the guidelines set out in EN 649.
4. Maintenance has been observed in accordance with the Company's cleaning and maintenance instructions and suitable barrier matting has been provided to all external entrances to prevent the ingress of dirt.

Exclusions - The following exclusions shall apply:

1. Defects caused by sub-standard installation.
2. Any wilful or accidental damage (fire, flood, etc.).
3. Any immediately obvious manufacturing defects should be notified to the Company within 6 months of installation.
4. Damage to products that are a result of poor maintenance.
5. Defects caused by poor subfloors, including residual moisture in the subfloor.
6. Damage caused by stains, excessive heat, cuts and/or other abuses that the floor may be subjected to during usage.
7. Damage caused by indentation and abrasion: e.g. unprotected castor wheels, furniture legs, high and spiked heels.

Claims -

1. All claims must be submitted to the Supplier in writing as soon as they become apparent.
2. The Company will require information regarding the claim, including a copy of the invoice, product detail, installation/subfloor information, samples removed from the installation, photographs and a report of the defect.
3. Once the claim is raised, the Company may choose to inspect the installation, and satisfying themselves that the problem is their responsibility, will replace any defective material at no charge with the same or similar product (subject to availability).
4. The Company may also reimburse a proportionate cost towards labour, uplift and re-installation, providing costs are agreed with the Company, before work commences.

The Company shall not accept or be liable for any direct, indirect, special or consequential loss, expense cost, claim damages (including liquidated damages)

This guarantee does not affect your statutory rights.