



Flooring Product Warranty

Product/Wear Layer	Residential	Commercial
Ultimate 0.7mm	Lifetime	30 years
Ultimate Long plank 0.7mm	Lifetime	30 years
Impressions Classic 0.55mm	Lifetime	20 years
Impressions Tile 0.55mm	Lifetime	20 years
Impressions Herringbone 0.55mm	Lifetime	20 years
Entry Level Straight Plank 0.3mm	15 years	5 years
Entry Level Herringbone 0.3mm	15 years	5 years

1. The warranty can only be invoked if all the following conditions have been fulfilled.
2. This warranty applies only to the first owner and the first installation of the product and is not transferable. The date of purchase is the invoice date. The original purchase invoice will need to be submitted.
3. We must be informed in writing by letter or email, of any material defects within 15 days of installation. After this time has elapsed, no further complaints will be accepted in relation to superficial material defects present at the point of installation. Under no circumstances

can we be held responsible for any loss of time, inconvenience, expenses, costs, or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.

4. If an independent inspection is required, the cost of the inspection will be borne by the purchaser and not by ourselves. If the independent inspection deems that there is indeed a manufacturing defect, then the cost of the inspection will be refunded to the purchaser.
5. This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or product defects including delamination, reduced resistance of the wear layer and water-resistance of the flooring products under normal conditions.
6. Do not allow cigarettes, matches or other very hot items to contact the floor as this may cause permanent damage.
7. Ensure only suitable and recommended cleaning products are used on the flooring.
8. Always place suitable mats under any moving furniture with wheels attached, such as office chairs.
9. The residential lifetime and commercial warranty periods apply for indoor installation applications only.
10. This warranty does not cover damage to the product caused by installation error.
11. The ingress of grit, sand and/or dust on the floor must be prevented by installing a suitable non-rubber backed mat at all entrance doors.
12. The subfloor must always be flat and stable.