



Luvanto Click
Luxury Design Flooring

25 Years Domestic/10 Years Commercial Product Warranty for Luvanto Click Luxury Design Flooring and SoundClick/SoundBarrier Underlay

QA Flooring Solutions Ltd (hereinafter referred to as 'the Company'), hereby guarantees that in the event of the Luvanto Click Luxury Design Flooring and/or the SoundClick/SoundBarrier Underlay supplied under this agreement requiring replacement due to 'manufacturing defect' or 'wear out' from normal foot traffic within 25/10 years from date of purchase, the floor will be replaced subject to the conditions below and the Claims Procedure being followed correctly.

'Wear out' is defined as a complete removal of the pattern and/or colour of the Luvanto Click Flooring from normal traffic and regular maintenance.

'Manufacturing defect' is defined as failure of the surface of the Luvanto Click Flooring or failure of the locking system, whether or not as a result of the SoundClick/SoundBarrier Underlay failing (causing the Vinyl Planks/Tiles to lift away from the floor and/or move apart).

Any other claim in respect of alleged manufacturing defects must be notified to the Company in writing within 3 months of the product being supplied otherwise any such claim will be treated as having been waived.

Claims Procedure

In the unlikely event of any complaint under this warranty, please write or email us straight away at:

QA Flooring Solutions Ltd
Unit 2
Hurricane Drive
Liverpool
L24 8RL
T: 0151 495 3434
sales@qaflooringsolutions.com

Please quote your details, the nature of the problem and include a valid proof of purchase.

A member of the QA team will contact you to assess the problem in more detail and set out a course of action, either to correct the problem or arrange to inspect the Flooring in situation if necessary.

If, following inspection and validation that your floor has been installed and maintained as specified, it is shown that part or the entire floor is faulty, the

Company will provide a replacement of the same or similar material up to the equivalent of the residual value of the Warranty.

This warranty covers replacement of the material only.

This Warranty is subject to the following conditions:

- That the Claims Procedure and the course of action set out by QA have been followed correctly and a valid proof of purchase has been presented to QA.
- That the Luvanto Click Flooring and the SoundClick/SoundBarrier Underlay have been installed fully in accordance with the Luvanto Click Fitting Instructions and important notes.
- That the appropriate expansion gap of minimum 5mm (or 10mm in the case of large floor areas over 100m²) has been left around the whole perimeter of the floor area.
- That the Luvanto Click Flooring has not been glued or taped to the underlay or subfloor in any area.
- That no alternative underlay has been used instead of the SoundClick or SoundBarrier Underlay, where the Luvanto Click Flooring is not fitted directly to the subfloor.
- That the Luvanto Click Flooring has been regularly maintained, fully in accordance with the Luvanto Click maintenance instructions.
- That precautions have been taken to prevent indentation and joint damage from heavy point loading (e.g. furniture), damage by moving castor wheel furniture over the floor and surface scratching caused by dragging heavy or sharp items across the floor.
- That the Luvanto Click Flooring has been regularly cleaned and maintained, using only the Luvanto Floor Care Kit and other approved cleaning appliances.
- For each successive year after installation, the contribution towards replacement of the Luvanto Click Flooring and the SoundClick/SoundBarrier Underlay is limited to the proportion of the time left on the Warranty. (For example, after 10 years, 60% of the value would be replaced free of charge for a domestic installation.)

Warranty Exclusions

- Damage caused to the Luvanto Click Flooring and/or the Underlay by stains and spillages, burns, scratches, indentations, floods, and any other accidents. This includes damage from asphalt, battery acid, bleach or similar corrosives.
- Improper care due to the use of non-approved maintenance products and appliances.
- Surface scratching and scuffing due to not regularly removing dirt and grit from the floor.
- Any reduction in surface shine due to normal wear and tear.
- Minor scratching and superficial scuffing marks from general foot traffic.
- Damage caused by sharp and/or heavy objects being dropped onto, or dragged across, the Luvanto Click Flooring.

- Damage caused by fixing items permanently onto, or through, the Luvanto Click Flooring.
- Variation of colour/shading between the final installed Luvanto Click Flooring and any samples distributed prior to selection and installation of the Luvanto Click Flooring.
- Variation of colour/shading caused by mixing different batches together in the same installation.
- Colour fading due to long exposure to direct sunlight.
- Defects with the Luvanto Click Flooring and the Underlay caused by allowing insufficient time for acclimatization to the area of installation.
- Damage caused by excessive damp, alkaline substances or fluid pressure from the subfloor over which the floor is laid.
- Defects with the Luvanto Click Flooring caused by improper installation, including the use of any adhesives and any inappropriate tools.
- Damage caused by not repairing subfloor imperfections and ensuring subfloor is in good condition before installation.
- Defects with the Luvanto Click Flooring due to installing over any underlay other than the SoundClick/SoundBarrier Underlay.
- Defects with the Underlay caused by failure to install the Luvanto Click Flooring fully in accordance with the Fitting Instructions and important notes.
- Defects with the Luvanto Click Flooring due to failure to allow a sufficient expansion gap around the perimeter of the room, or any in-filling of the expansion gap after installation.
- Installation of the Luvanto Click Flooring or the Underlay in any outside/external location.
- Defects with the Luvanto Click Flooring and the Underlay caused by installation in a non-recommended area (e.g. conservatory) without the prior assessment and written consent of QA Flooring Solutions Ltd.
- Damage caused to the Luvanto Click Flooring or the Underlay by switching on, and heating up to full temperature, any underfloor heating system before sufficient time has elapsed after installation as stipulated in the Fitting Instructions.
- Damage caused to the Luvanto Click Flooring and/or the Underlay by the floor temperature exceeding 27°C (whether an underfloor heating system is used or not).
- Any cost incurred due to failure to follow the Claims Procedure above and any course of action set out by QA.
- Any re-installation labour costs or subfloor preparation costs.

Important Information

This warranty is the only warranty given to the user by the Company and does not guarantee the Luvanto Click Flooring supplied to be fit for particular purpose or use. It is responsibility of the user or installer to satisfy themselves that the product is suitable.

This warranty is non transferrable. It will terminate if the property changes legal ownership and/or if the Flooring is uplifted or moved.

This warranty does not affect your statutory rights.