



Luvanto Design
Luxury Design Flooring

25 Years Domestic/10 Years Commercial Product Warranty for Luvanto Design Luxury Design Flooring

QA Flooring Solutions Ltd (hereinafter referred to as 'the Company'), hereby guarantees that in the event of the Luvanto Design Luxury Design Flooring 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.

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

'Manufacturing defect' is defined as failure of the surface of the Luvanto Design Flooring.

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 copy of your invoice.

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.
- That the Luvanto Design Flooring has been installed by a professional installer with NVQ Level 2 Flooring qualification at a minimum and in accordance with the directions contained within the BS8203 (the standard for installation of resilient flooring), using the appropriate Luvanto adhesives.
- That the Luvanto Design Flooring has been regularly maintained, using the Luvanto Floor Care Kit.
- That precautions have been taken to prevent indentation 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
- For each successive year after installation, the contribution towards replacement of the Luvanto Design Flooring is limited to the proportion of the time left on the Warranty. (e.g. after 10 years, 60% of the value would be replaced free of charge.

Warranty Exclusions

- Damage caused to the Luvanto Design Flooring 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.
- Issues on Luvanto Design Flooring falling within the stated tolerances on the specification sheet.
- 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 Design Flooring.
- Variation of colour/shading between the final installed Luvanto Design Flooring and any samples distributed prior to selection and installation of the Flooring.
- Defects with the Luvanto Design Flooring caused by allowing insufficient time for acclimatization to the area of installation.
- Damage caused by the presence of moisture (due to failure to install appropriate DPM sheeting), alkaline substances or fluid pressure from the subfloor over which the floor is laid.

Luvanto Design Installation Guidelines

- Defects with the Luvanto Design Flooring caused by improper installation, including the use of non-recommended adhesives, inappropriate tools or improper subfloor preparation.
- Installation of Luvanto Design Flooring directly onto an inappropriate substrate (e.g. particle board or chipboard).
- Installation of Luvanto Design Flooring in any outside/external location.
- Damage caused to the Luvanto Design Flooring by switching on, and heating up to full temperature, any underfloor heating system before sufficient time has elapsed after installation as stipulated in the installation instructions.
- Damage caused to the Luvanto Design Flooring 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

Please follow maintenance and cleaning instruction carefully. Full details are provided in the Luvanto Floor Care Kit.

This warranty is the only warranty given to the user by the Company and does not warrant the Luvanto Design 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.