



Luvanto Pace
Luxury Design Flooring

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

QA Flooring Solutions Ltd (hereinafter referred to as 'the Company'), hereby guarantees that in the event of the Luvanto Pace 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 outlined 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 Pace Flooring from normal traffic and regular maintenance.

'Manufacturing defect' is defined as failure of the surface of the Luvanto Pace Flooring or failure of the adhesive layer and/or delamination of the layers (causing the 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 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 Pace Flooring has been installed fully in accordance with the Luvanto Pace Fitting Instructions and Important Notes.
- That the correct subfloor preparation has been carried out prior to the installation, in accordance with the Luvanto Pace Fitting Instructions and Standards referred to.
- That the appropriate expansion gap, as stated in the Luvanto Pace Fitting Instructions, has been left around the whole perimeter of the floor area.
- That the Luvanto Pace Flooring has been installed directly over the subfloor and no underlay has been used and it has not been glued or taped to the subfloor in any area.
- That the Luvanto Pace Flooring has been regularly maintained, fully in accordance with the 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 Pace 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 Pace Flooring 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 Pace Flooring by stains and spillages, burns, scratches, indentations, floods, and any other accidents. This includes damage from asphalt, battery acid, bleach or similar corrosives.
- Damage caused by fire, flood, accumulation of water or intentional abuse.
- 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 Pace Flooring.
- Damage caused by fixing items permanently onto, or through, the Luvanto Pace Flooring.
- Variation of colour/shading between the final installed Luvanto Pace Flooring and any samples distributed prior to selection and installation of the Luvanto Pace Flooring.
- Variation of colour/shading caused by mixing different batches together in the same installation.
- Colour fading due to long exposure to direct sunlight.
- Damage caused by excessive damp, alkaline substances or fluid pressure from the subfloor over which the Luvanto Pace Flooring is laid.
- Defects with the Luvanto Pace Flooring caused by improper installation, including the use of any underlay or adhesives and any inappropriate tools.
- Damage caused by not preparing the subfloor to the required standard before installation or installing over an inappropriate subfloor.
- Defects with the Luvanto Pace 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 Pace Flooring in any outside/external location.
- Defects with the Luvanto Pace Flooring caused by installation in a non-recommended area, such as shower enclosures.
- 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 Pace 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.