



WARRANTY TERMS

Laminate Flooring Warranty

This document sets out the terms and conditions of the extended warranty provided by Flooring Surgeons for your flooring purchase. Please read carefully and retain for your records.

✓ Easy Claim Process

🕒 Up to 15 Years Coverage

⚠️ Manufacturing Defects

LEGAL DETAIL

1. Warranty Period

Flooring Surgeons warrants that **Laminate Flooring** products sold under the Flooring Surgeons brand will be free from manufacturing defects for the following periods from the original date of purchase:

- Residential use: 25 years from the date of purchase
- Commercial use: 10 years from the date of purchase
- The warranty period begins on the date shown on the original purchase receipt or invoice

2. Warranty Registration

Registration Required Within 21 Days

To activate this warranty, the original purchaser must register their product within **21 days** of the purchase date. Registration can be completed:

- Online at flooringsurgeons.co.uk/warranty
- By email to warranty@flooringsurgeons.co.uk
- By telephone on 0800 123 4567

Failure to register within the specified period may void the warranty.

3. Who Is Covered

This warranty is provided to the original purchaser of the flooring product only and is non-transferable. The warranty does not extend to subsequent owners of the property where the flooring is installed.

- Original purchaser must provide proof of purchase upon making a claim
- The warranty applies only to products purchased from an authorised Flooring Surgeons retailer
- Products purchased from third-party or secondary market sellers are not covered

4. What This Warranty Covers

This warranty covers manufacturing defects in the flooring product that arise under normal use and conditions. Specifically, the warranty covers:

- Surface wear-through under normal household or commercial foot traffic
- Permanent staining from household chemicals when cleaned according to care guidelines
- Structural defects in the core material or locking mechanism
- Colour fading beyond acceptable tolerances when not exposed to direct sunlight
- Manufacturing defects in the surface finish or coating

EXCLUSIONS & PROCEDURES

● 5. What This Warranty Does Not Cover

This warranty does not cover any issue arising wholly or partly from any of the following.

A Installation and workmanship

Defects or damage caused by improper installation, failure to follow manufacturer guidelines, or use of unsuitable adhesives underlays, or subfloor preparation.

B Inspection and visible defects

Any defects that were visible prior to installation. It is the installer's and purchaser's responsibility to inspect all materials before and during installation.

C Accidental damage and misuse

Scratches, dents, chipping, or other damage caused by impact, heavy objects, pet claws, high heels, dragging furniture, or any form of misuse or negligence.

D Water and moisture damage

Damage caused by flooding, standing water, excessive moisture, failure to wipe up spills promptly, or installation in areas with high humidity without appropriate precautions.

E Environmental and natural variation

Natural variation in colour, grain, or texture between samples and delivered product. Fading or discolouration caused by prolonged direct sunlight exposure.

F Maintenance and care

Damage resulting from use of inappropriate cleaning products, steam cleaners, abrasive pads, or failure to follow the recommended care and maintenance guidelines.

● 6. Conditions of Warranty

Conditions of Warranty

- Flooring must be installed by a competent professional in accordance with manufacturer guidelines
- Subfloor must be properly prepared and moisture tested prior to installation
- Regular maintenance as per the care guide must be carried out throughout the warranty period
- Original proof of purchase and warranty registration confirmation must be retained

EXCLUSIONS & PROCEDURES

7. Claims Procedure

How to Make a Claim

- Contact Flooring Surgeons warranty team via phone or email with your registration number
- Provide photographs of the defect, proof of purchase, and installation details
- An independent inspection may be arranged at our discretion
- Claims must be submitted within 30 days of discovering the defect

8. Remedy

Where a valid claim is accepted, Flooring Surgeons will, at its sole discretion, repair, replace, or refund the affected flooring product on a pro-rata basis. The remedy shall not exceed the original purchase price of the product.

9. Exclusion of Other Costs and Losses

This warranty does not cover any consequential, incidental, or indirect costs including but not limited to labour costs for removal or reinstallation, loss of use, alternative accommodation costs, or any other expenses arising from a defect

10. General

This warranty is governed by the laws of England and Wales. Nothing in this warranty affects your statutory rights as a consumer. This warranty is provided in addition to, and does not replace, any rights you may have under consumer protection legislation.