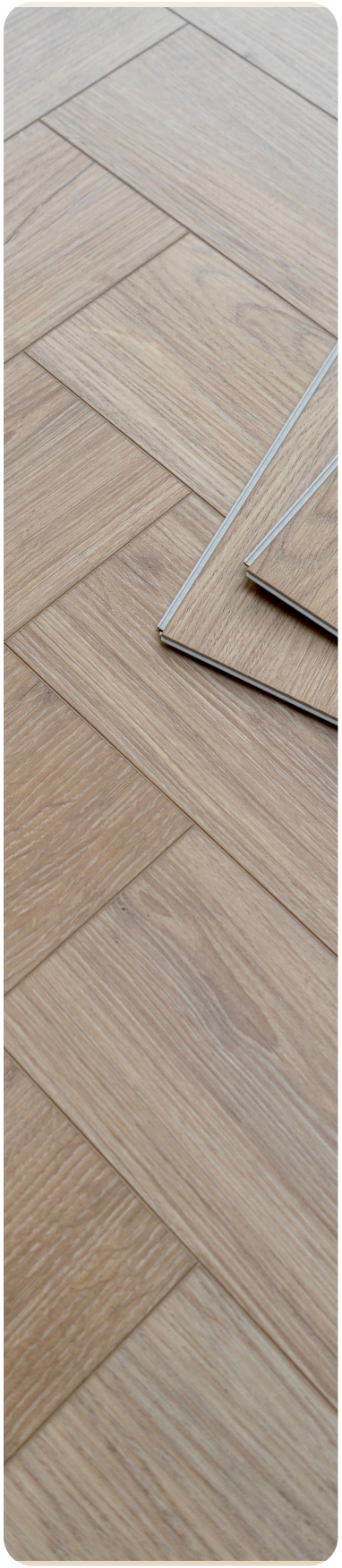

WARRANTY TERMS

LVT Flooring Warranty

At Flooring Surgeons, we are proud of the quality of our luxury vinyl flooring and confident in the products we supply. We offer a voluntary extended warranty covering manufacturing defects in our LVT Glue Down and SPC Click flooring products, subject to the terms, conditions, exclusions, and registration requirements in this document.

- 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:

- applies only to the original purchaser named on the original sales invoice
- is non-transferable
- may only be claimed by the person whose details match the original invoice and warranty registration record
- applies only to the flooring installed at the original installation address

Any claim made by a subsequent owner, tenant, occupier, assignee, or other third party will not be accepted.

4. What This Warranty Covers

This warranty covers manufacturing defects in the LVT flooring product itself only, where the product:

- has been fully paid for
- has been properly stored, handled, inspected, installed, and maintained
- has been used only for its intended purpose
- has been installed strictly in accordance with all Flooring Surgeons installation instructions, subfloor requirements, environmental requirements, adhesive requirements where applicable, and care and maintenance guidance
- remains at the original installation address
- was not installed with any visible defect that should reasonably have been identified before or during installation

For commercial use, this warranty applies only to normal commercial use within the product's intended performance limits.

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

- incorrect, poor, careless, or incomplete installation
- installation by an unqualified, negligent, or careless installer
- failure to follow Flooring Surgeons installation instructions
- failure to check, prepare, prime, smooth, level, or test the subfloor properly before installation
- installation over an unsuitable, uneven, unstable, damp, contaminated, unprepared, or incompatible subfloor
- failure to use suitable smoothing compounds, primers, adhesives, underlays, damp-proof systems, or moisture suppression systems where required
- failure to allow required expansion gaps or movement allowances for SPC Click installations
- installation beneath or under fixed units, kitchen islands, heavy cabinetry, or other fixed loads where not permitted by the installation guidance
- any workmanship issue, fitting fault, poor setting out, peaking, tenting, gapping, lifting, bond failure, telegraphing, or movement caused by installation error rather than a manufacturing defect in the product itself

B Inspection, Visible Defects, and Product Acceptance

- any visible defect, shade variation, size variation, surface issue, print issue, finish issue, bevel issue, embossing issue, or locking issue that was visible before installation
- any product installed after a defect should reasonably have been noticed
- any complaint relating to appearance, shade, pattern, print, texture, bevel, embossing, gloss level, or finish where the product was installed despite the issue being visible at the time
- minor dimensional tolerances, batch variation, shade variation, or manufacturing variation within normal and acceptable industry tolerances

Any plank or tile installed with an apparent visible defect shall be deemed accepted in respect of that visible defect, and no claim will be accepted for labour, uplift, replacement, or related costs arising from such installation.

C Moisture, Water, Subfloor, and Environmental Conditions

- water ingress, flooding, leaks, standing water, plumbing failure, appliance leaks, damp, condensation, hydrostatic pressure, or any other form of moisture exposure
- excessive moisture in the subfloor, screed, surrounding structure, or environment
- failure to carry out proper moisture testing before installation
- failure to maintain suitable site temperature, humidity, and environmental conditions before, during, and after installation
- movement, expansion, contraction, lifting, curling, separation, gapping, peaking, bond failure, or other issues caused by moisture imbalance, heat, cold, humidity fluctuation, direct sunlight, or site conditions
- installation in areas not recommended for the specific product type or installation method
- damage caused by underfloor heating systems not approved by Flooring Surgeons, or not operated strictly in accordance with the relevant installation guidance

D SPC Click Specific Exclusions

- failure to allow required perimeter or transitional expansion space
- installation across excessive areas without suitable movement breaks where required
- locking joint damage caused during installation
- joint separation, edge stress, breakage, lifting, or movement caused by incorrect fitting, insufficient expansion space, fixed loads, uneven subfloors, or excessive traffic conditions
- installation where the floating floor has been restricted, pinned, trapped, or otherwise prevented from moving naturally

EXCLUSIONS & PROCEDURES

E LVT Glue Down Specific Exclusions

- adhesive failure caused by unsuitable adhesive selection, incorrect trowel use, poor application, insufficient curing, contamination, moisture, temperature, or site conditions
- bond failure caused by unprepared, dusty, weak, uneven, damp, or incompatible subfloors
- movement, shrinkage, lifting, curling, or gapping caused by incorrect adhesive use, subfloor failure, moisture, heat, or poor installation practice
- telegraphing of subfloor imperfections due to inadequate preparation
- failure arising from unsuitable smoothing compounds, primers, moisture barriers, or damp-proof systems

F Wear, Damage, Use, and Maintenance

- normal wear and tear
- scratches, scuffs, dents, chips, marks, burns, cuts, tears, gouges, stains, indentations, or impact damage
- damage caused by pets, claws, grit, stones, dirt, footwear, stilettos, furniture, castors, wheeled traffic, dropped items, or heavy loads
- abuse, misuse, neglect, improper handling, or improper storage
- use of unsuitable cleaning products, abrasive cleaners, harsh chemicals, steam cleaners where not approved, or incorrect maintenance methods
- inadequate, incorrect, or inconsistent maintenance
- reduction in surface appearance, gloss change, or natural ageing over time
- fading, discolouration, shading variation, yellowing, oxidation, or other colour change caused by sunlight, UV exposure, normal ageing, rubber-backed mats, or partial coverage of the floor by rugs, mats, furniture, or other items
- colour variation between exposed and covered areas of flooring, including where flooring has been covered for prolonged periods, as this is a natural effect of ageing and light exposure and is not a manufacturing defect

G Commercial Use and Use Limitations

- use outside the product's intended wear rating or performance category
- heavy commercial, industrial, workshop, gym, healthcare, hospitality, entranceway, or other high-stress applications unless expressly agreed in writing by Flooring Surgeons before purchase
- damage caused by rolling loads, pallet trucks, excessive point loading, machinery, or abnormal traffic conditions

H Other Exclusions

- defects or damage caused by accidents, alterations, third-party works, structural movement, subsidence, force majeure, or events beyond the reasonable control of Flooring Surgeons
- dissatisfaction with the product where there is no actual manufacturing defect
- any issue arising from a failure to comply with this warranty or associated installation and maintenance instructions

EXCLUSIONS & PROCEDURES

6. Conditions of Warranty

This warranty is valid only if:

- the flooring was inspected before installation
- no planks or tiles with visible defects were installed
- the flooring was installed in accordance with all applicable guidance issued by Flooring Surgeons
- the flooring has been used only in a suitable environment and for its intended purpose
- the original purchaser retains the original sales invoice and proof of registration
- any claim is made by the original purchaser only
- the flooring remains at the original installation address

7. Claims Procedure

To make a claim under this voluntary extended warranty, the purchaser must:

- notify Flooring Surgeons in writing within 14 days of discovering the alleged defect
- stop installation immediately if the alleged defect is discovered before installation is complete
- refrain from carrying out uplift, replacement, repair, or other remedial work before Flooring Surgeons has had a reasonable opportunity to inspect the product and installation
- provide the original sales invoice
- provide proof of warranty registration
- provide photographs, batch details, room details, and any other information reasonably requested
- allow Flooring Surgeons or its nominated representative reasonable access to inspect the product, subfloor, and installation

8. Remedy

If a valid claim is accepted, Flooring Surgeons may, at its sole discretion:

- repair the affected product, or
- replace the affected product, or
- supply the nearest equivalent product if the original product has been discontinued, or
- refund the price paid for the affected product only

Any repair, replacement, alternative product, or refund shall be limited strictly to the affected flooring product only. Any replacement product supplied under this warranty does not restart or extend the original warranty period. The warranty will continue only for the remainder of the original term.

EXCLUSIONS & PROCEDURES

9. Exclusion of Other Costs and Losses

This warranty applies to the flooring product only.
For the avoidance of doubt, this warranty does not cover any fitting, labour, uplift, disposal, preparation, subfloor works, smoothing compounds, primers, adhesives, underlays, trims, accessories, delivery, storage, inspection, accommodation, travel, delay, inconvenience, loss of use, third-party contractor charges, or any other associated costs or losses.
This warranty does not cover:

- installation or reinstallation costs
- uplift or removal costs
- subfloor preparation, levelling, smoothing, moisture suppression, or rectification costs
- adhesives, primers, underlays, trims, profiles, accessories, or ancillary materials
- storage, delivery, accommodation, travel, delay, inconvenience, or loss of use
- third-party labour charges, contractor costs, or inspection fees
- any indirect, incidental, special, or consequential loss

10. General

This warranty is a voluntary extended warranty offered by Flooring Surgeons.
This warranty is provided in addition to, and does not replace or restrict, any rights the purchaser may have under applicable consumer law.
No retailer, installer, agent, representative, or third party has authority to vary, extend, or waive any part of this warranty unless confirmed in writing by Flooring Surgeons.
Flooring Surgeons reserves the right to inspect all alleged defects and all relevant installation conditions before accepting any liability under this warranty.