



**lifestyle**  
FLOORS

More choice.  
More style.  
More value.

Our warranties  
explained

## Real peace of mind

Our warranties ensure your floorcovering will be protected to suit your requirements and your budget. With a range of warranties from 5 years to a life-time, you can choose a floorcovering that's right for you.

Lifestyle Floors warranties cover the wear and staining of our carpets and the wear of our resilient flooring, including laminate, wood, LVT design floors and vinyl.

## Carpets and carpet tiles

All of our carpets and carpet tiles are covered by a wear warranty as detailed below. There are two types of stain warranties – one that covers LIFE-PROOF carpets and carpet tiles and the other which covers most of our other carpet ranges, excluding ranges containing wool.

### Wear warranty

Within the wear warranty period, our carpet and carpet tile ranges are guaranteed against wearing through the pile to the primary backing in an area bigger than a diameter of 10cm.

Our carpet tile collection will not shrink, warp or otherwise change their appearance within the wear warranty period.

### LIFE-PROOF stain warranty

Please see the separate information sheet for details of our LIFE-PROOF stain warranty.

### Carpet stain warranty

Within the stain warranty period, applicable ranges will resist food and beverage stains.

### Wear and stain warranty conditions

- \* The carpet must be professionally fitted to BS52325 standards
- \* The warranties cover domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors

## Our warranties explained

- \* You need to closely follow our cleaning instructions, promptly clean spills AND have your carpet professionally cleaned once every 2-3 years, keeping all receipts.
- \* Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering are not covered
- \* The stain warranty does not cover damage due to appliance of chemicals or the use of cleaning methods which are not recommended in the carpet cleaning guide or where there is evidence of heavy soiling, abuse or neglect. It also does not cover stains from products containing pigment dyes e.g. mustard
- \* When claiming on the stain warranty, claims must include a letter from a professional cleaner describing the spot and the cleaning procedures used, with a statement that the spot could not be removed. Lifestyle Floors may elect to have its cleaner re-service the spot. If this service removes the spot, the consumer shall pay for this service. If Lifestyle Floors determines that a stain persists and that all warranty conditions have been met, the Lifestyle Floors retailer will compensate the owner for the original material cost of the carpet for the area directly affected.
- \* Excluded from this warranty is normal wear and tear and discolouration as a result of direct and prolonged sunlight.

## Vinyl

Within the wear warranty period, Lifestyle Floors guarantees against any hidden defect that may adversely affect the life of the product.

### Warranty conditions

- \* The vinyl must be professionally fitted to BS52325 standards
- \* The warranty covers domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors
- \* You need to closely follow our cleaning and maintenance instructions.
- \* The stain warranty does not cover damage due to appliance of chemicals or the use of cleaning methods which are not recommended in the vinyl cleaning guide or where there is evidence of heavy soiling, abuse or neglect.
- \* The floor covering should be protected against the risk of piercing caused by furniture or objects with pointed legs, feet or sharp edges. The use of plastic or felt protection devices is recommended.

### Warranty exclusions

- \* Damage due to abnormal use
- \* Damage due to the use of the floor in an outside/external location
- \* The absence of standard protection methods for the floor covering (such as doormats, sealed access doors etc.) where necessary
- \* Damage resulting from poor fitting or poor preparation of the underlying surface
- \* Damage caused by sharp or slicing material

## Our warranties explained

- \* Damage caused by the presence of damp in the underlying surface
- \* Stains caused by rugs, rubber or latex materials
- \* Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering
- \* Damage caused by moving furniture without appropriate protective measures
- \* Failure to maintain the floor in line with the recommendations in the vinyl cleaning guide

## Laminate

The Lifestyle Floors laminate ranges are covered for visible, material and production defects for the duration of the warranty.

### Wear warranty

Lifestyle Floors guarantees that with normal use the laminate surface will stay wear-resistant, including delamination or reduced resistance of the wearing surface. However, in the event of products with a V-groove, the reduced resistance of the V-groove is not included in the warranty. In addition, a change to the gloss level does not apply as wear of the laminate surface. Laminate is fade resistant, not 100% fade proof. It is generally accepted that all gloss finishes (i.e. paint, glass, furniture or car surfaces) are susceptible to superficial fading/gloss variation. This is not considered a product fault.

### Warranty conditions

- \* The laminate must be professionally fitted to BS52325 standards.
- \* The warranties cover domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors.
- \* You need to closely follow our cleaning and maintenance instructions.
- \* Before installation, all planks must be thoroughly checked for visible defects under good lighting conditions. Planks with visible defects should not be installed. Any defects must be reported within eight days of purchase. A claim made after this time for visible defects will not be valid.
- \* Laminate floors must be laid indoors in rooms suitable for laminate flooring. Laminate floors are not suitable for: damp and/or humid spaces, including but not restricted to bathrooms and sauna rooms.
- \* Barrier mats should be used at entrances to reduce the chance of grit, sand or other abrasive materials damaging the floor.
- \* For the warranty to be invoked, the damage to the product must be obvious and the damaged surface area must be at least 1 cm<sup>2</sup> per product unit i.e. plank. Damage must not be the result of misuse or accidents, including but not restricted to mechanical damage such as heavy impact damage, scratches or grooves (for example by dragging furniture) or notches. Abnormal wear is not covered as may

## Our warranties explained

be caused by spiked/high heeled shoes, inadequate protection from furniture, grit, sand and other hard materials or damage caused by corrosive or abrasive substances such as pet urine.

- \* Incorrect removal or replacement of planks is not covered.
- \* Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering are not covered
- \* The warranty excludes water damage caused by ice makers, refrigerators, washbasins, dishwashers, piping or ducts, natural disasters, excessive moisture in concrete slabs or any other form of water damage. If water and/or moisture are present on the floor and/or near the skirting, this must be removed immediately.
- \* The warranty also excludes damage caused by vacuum cleaners or by the hard or metal wheels of office chairs or other furniture. With laminate floors, furniture legs should always be fitted with suitable protective material. Chairs/easy chairs/settees or furniture on wheels must be fitted with soft wheels or must be placed on specially adapted protective carpet or plates.

## LVT Design Floors

The Lifestyle Floors LVT Design Floors will be free of manufacturing defects for the duration of the warranty.

### Warranty conditions

- \* The LVT must be professionally fitted to BS52325 standards
- \* The warranties cover domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors
- \* You need to closely follow the LVT Design Floors cleaning and maintenance instructions.
- \* Manufacturing defects must be reported within three months from the date of purchase.

### Warranty exclusions

- \* Improper installation
- \* Installation with obvious manufacturing defects
- \* Improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax
- \* Damage by narrow tipped heels, burns, cigarette burns, cuts, scratches, gouges and indentations including damage from improper floor protectors and furniture rests; staining caused by dyes tracked from carpet, fertilisers, coal, tar, driveway sealers, oil drippings or other similar material; faded or discoloured by sunlight or heat generation

## Our warranties explained

- \* Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering are not covered
- \* Problems or damage due to moisture and/or alkalinity in the sub floor; discolouration or bond release from hydrostatic pressure or excessive moisture caused by flooring, plumbing and appliance leads and water leakage
- \* Flooring installed over unstable subfloors (particleboard, chipwood or pressboard) or improperly prepared subfloors, wet/cold floors and/or radiant-heated floors

## Engineered wood

Lifestyle Floors engineered wood flooring offers a **15 year** residential wear warranty providing it has been installed and maintained in accordance with the manufacturer's guidelines.

The warranty covers damage resulting from manufacturing related defects, which affect the appearance or performance of the floor.

### Conditions:

- Installer and consumer have installed and maintained the floor according to Lifestyle Floors recommended guidelines.
- Boards must be inspected for any visible defects prior to and on completion of the installation.
- Any boards found to be substandard before or during installation are to be reported to the supplier and not installed.

### The following points are excluded from this warranty:

- Damage through improper use, accidents, insects, animals
- Optical/visual impacts such as gaps, indentation, seasonal climate related change, wear to lacquer or oil finish and change in colour related to exposure to sunlight
- Damages caused by improper installation, poor or no maintenance or cleaning
- Damage through mechanical or chemical impact
- Damage through impact of moisture

## Making a claim

If you need to make a claim on your warranty, please contact the Lifestyle Floors retailer you originally purchased your floor from.

All claims must be reported within 10 days of identifying the complaint and an original receipt must be presented.

## Our warranties explained

If a claim under any of our warranties is approved, you will receive an equivalent replacement from the current Lifestyle Floors collection. The value of the replacement offered will be pro-rata proportional to the time elapsed on the warranty.

Any costs additional to the flooring e.g. labour or ancillary costs are excluded from the right to claim under this guarantee.

Our warranties do not affect your statutory rights.