



5 Years Domestic Product Warranty for Nouveau Rigid Core LVT

QA Flooring Solutions Ltd (hereinafter referred to as 'the Company'), hereby guarantees that in the event of the Nouveau Rigid Core Flooring supplied under this agreement requiring replacement due to 'manufacturing defect' or 'wear out' from normal foot traffic within 5 years from date of purchase, the floor will be replaced subject to the conditions below and the Claims Procedure being followed correctly.

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

'Manufacturing defect' is defined as failure of the surface of the Nouveau Rigid Core Flooring or failure of the locking system, causing the Planks 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 Nouveau Rigid Core Flooring has been installed fully in accordance with the Nouveau Rigid Core Fitting Instructions and important notes.
- That the appropriate expansion gap of minimum 5mm has been left around the whole perimeter of the floor area.
- That the Nouveau Rigid Core Flooring has been installed directly over the subfloor and has not been laid over a separate underlay.
- That the Nouveau Rigid Core Flooring has not been glued or taped to the subfloor in any area.
- That the Nouveau Rigid Core Flooring has been regularly maintained, fully in accordance with the Nouveau Rigid Core 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.
- For each successive year after installation, the contribution towards replacement of the Nouveau Rigid Core Flooring is limited to the proportion of the time left on the Warranty. (For example, after 2 years, 60% of the value would be replaced free of charge for a domestic installation.)

Warranty Exclusions

- Damage caused to the Nouveau Rigid Core Flooring and/or the Underlay 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 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 Nouveau Rigid Core Flooring.
- Damage caused by fixing items permanently onto, or through, the Nouveau Rigid Core Flooring.

- Variation of colour/shading between the final installed Nouveau Rigid Core Flooring and any samples distributed prior to selection and installation of the Nouveau Rigid Core 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 fire, flood, accumulation of water or intentional abuse.
- Damage caused by excessive damp, alkaline substances or fluid pressure from the subfloor over which the floor is laid.
- Defects with the Nouveau Rigid Core Flooring caused by improper installation, including the use of any adhesives and any inappropriate tools.
- Damage caused by not repairing subfloor imperfections and ensuring subfloor is in good condition, and unevenness within the tolerance given in the Fitting Instructions, before installation
- Defects with the Nouveau Rigid Core Flooring due to installing over a separate underlay of any kind.
- Defects with the Nouveau Rigid Core 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 Nouveau Rigid Core Flooring or the Underlay in any outside/ external location.
- Installation of the Nouveau Rigid Core Flooring in an area that is regularly wet, such as inside shower enclosures.
- Damage caused to the Nouveau Rigid Core Flooring by the floor temperature exceeding 28°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

This warranty is the only warranty given to the user by the Company and does not guarantee the Nouveau Rigid Core 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.