

Residential Flooring

The Beauflor Durability Warranty

As undue or abnormal wear is often due to poor installation, Beauflor recommends that all their floor coverings are professionally installed. All floors can be damaged by abrasive grit and debris carried in from outside on footwear. Prevent such wear by using doormats at all entrances (avoid using mats with rubber backs as these can cause discoloration). For further information request a copy of Beauflor's current installation and maintenance literature from your retailer or directly from Beauflor.

The Beauflor Durability Warranty guarantees the following:

- That the wear layer (the solid-vinyl top layer) of your cushioned vinyl floor covering will not wear through within the applicable warranty duration (can be found on the technical data sheet of the collection - the number of years covered begins at the date of purchase).
- That the floor covering's structure (which is made up of layers) will not noticeably delaminate (come apart) within the applicable warranty duration.
- That the floor's surface is not spoiled by manufacturing defects such as printing errors, blemishes, cracks, blisters or foreign matter (these are normally noticeable immediately after installation).

We hope this wear warranty will give you all the confidence you need to install your floor with complete peace of mind.

Beauflor Durability Warranty Limitations

This warranty essentially guarantees that the floor will not wear out in normal domestic use, however other forms of physical damage are not covered; more specifically the warranty does not cover the following:

1. Use of the floor covering in a commercial interior (e.g. a shop, commercial office, restaurant, etc.)
2. Use of the floor covering in an outside location.
3. Defects arising from poor installation (this includes - damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions; visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bitumastic tiles, floor-boards, cushioned vinyl, or by failure in the underlayment; seams 'peaking' or opening due to use of incorrect adhesive or seaming method; edge- to-edge shade variation; discoloration arising from installation next to a source of excessive heat; visible trowel marks; discoloration caused by 'bottom up' staining (this is staining caused by the sub floor which may have contained excessive moisture, residual old adhesive or other staining agent) - a competent professional installer should prevent such damage.
4. Cuts, tears, gouges, burns or other damage caused by stiletto or sharp high heels (these will damage even concrete!), sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, damage from pets etc.
5. Minor scratching and loss of gloss or sheen; scuffing.
6. Damage caused by battery acid or other corrosives.
7. Floors damaged by water from flooding, appliance leakage or fire prevention equipment.
8. Small differences in colour and/or texture between the actual material or photographic images of the material and the actual flooring purchased.
9. Damage caused by intentional abuse of the flooring.

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Beauflor Durability Warranty Conditions

1. This warranty does not extend to products sold or described as second-hand or grade 2 in quality, or as irregulars, off-goods, remnants, seconds, or any similar description, at time of sale, and excludes minor deviations from samples and printed illustrations.
2. Damage arising out of installation, improper use and/or maintenance contrary to Beauflor's then current recommendations as explained above.
3. The floor must be available for inspection by Beauflor, the retailer or the wholesaler if requested.
4. Refunds will be of the original cost of the material excluding inflationary increases.
5. Beauflor reserve the right of final judgment of any claim and may disallow claims in certain circumstances.
6. Claims must be received within the stated duration of the relevant warranty period.
7. Only Beauflor material costs are covered by this warranty; fitting, labour, delivery and other ancillary costs are excluded.
8. Beauflor reserves the right to alter or withdraw the warranty at any time.
9. All warranties described herein are non-transferable.
10. All warranties described are as far as the law permits in lieu of and exclude all other conditions, warranties and terms whether expressed or implied in respect of the condition of the product, its merchantability or fitness for any particular purpose.
11. The warranties described are in addition to and do not affect your statutory rights.
12. Beauflor expressly excludes any liability for consequential losses or damages.

How to claim

If you do experience a problem with your Beauflor cushioned floor that you believe is covered by the Beauflor Wear Warranty please do the following: Under normal circumstances refer in the first instance to the retailer from whom you purchased it. The retailer will in turn pass on this claim on your behalf to his supplying wholesaler who will take up the matter with Beauflor.

Settlement of your claim

In either event Beauflor will evaluate your claim and, subject to all of the conditions stated below, will arrange for you to receive one of the following options:

- I. Replacement of the defective material with material of a similar quality (subject to availability). This material will normally be supplied by your original retailer or by a retailer designated by Beauflor's authorised distributor.
- II. Alternatively, a refund of up to 60% of the original cost of the material (the percentage of the original cost refundable depends on the amount of time elapsed since the date of purchase: within 1 year - 60%; within 3 years - 40%; within 5 years - 30%; within 7 years - 20% and within 10 years - 10% of the original cost is taken at face value and excludes inflationary increases).

Please note that due to the extremely variable nature of the costs involved, Beauflor cannot accept liability for installation costs, including labour and ancillary costs such as adhesives.