

September 2024

WARRANTY CONDITIONS (Textures LVT)

Scope and coverage

For a period of the **30 years of the products** from the date of purchase as specified on the invoice.

Textures warrants its 0.55 x 2.5mm Textures LVT (Hereinafter the “product”), subject to the domestic, normal, and ordinary use intended and to the terms and conditions specified herein.

For professional use, Textures warrants the Product for a **period of 15 years**.

- visible defects reported before installation,
- defects in material or workmanship during normal and ordinary use.

Warranty conditions

If the customer believes the product to be defective, the customer must promptly notify its supplier and Textures LVT and permit an inspection of the product.

If necessary, Textures or its agent reserves the right at its discretion to remove from the site a quantity of the product for laboratory analysis.

Textures will replace any defective product at no charge if the product is proven to be defective prior to installation.

If installation is in process, it shall be stopped on the day the defect is noticed otherwise the warranty shall not apply.

If, upon inspection, Textures determines in its sole discretion the product to be defective, subject to the limitations contained in this warranty,

Textures will, at its option, either replace the defective product at its cost in the affected room or area or refund to the customer an amount equal to:

A = the area of defective product (rounded up to the next whole square meter)

B = price per square meter paid for the defective product

C = % of warranty period (in months) for the defective product

D = % of the period from date of invoice of the defective product to date of notification of defect (in complete months, rounded down).

Should Textures be unable to perform the replacement with an identical product, the product closest to the original in appearance and quality will be used.

Textures may also refund at its discretion part or all labour costs upon presentation of receipts by the customer.

Under no circumstance shall Textures refund exceed the purchase price of the defective product(s).

Product repairs or replacements performed under the terms of this warranty shall not result in any extension whatsoever of the warranty.

If, however, the cause of the defect is found to be outside the scope of the warranty, Textures reserves the right to charge the customer for the cost of the inspection.

Any repairs deemed necessary by Textures during an inspection of the product which are the responsibility of the customer (or its agents, contractors, employees, or invitees) must be carried out at the customer's expense in accordance with Textures recommendations for the warranty to continue during the warranty period.

Term of validity

Textures warranty will be valid provided that the following cumulative conditions have been met:

- The customer must give its supplier written notice of any claimed defect immediately upon learning of the defect and in no event more than 30 days after the claimed defect is discovered.
- The claim shall be sent to enquiries@textureslvt.co.uk
- The installation of the product shall be made in accordance with British Standards and using the laying instructions applicable to the product.
- The accessories such as sub floor preparation, adhesives, etc. shall be used in accordance with the laying instructions applicable to the product.

- An adequate maintenance program must be put in place immediately after installation, and this must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas are possible.
- The product(s) are to be maintained in accordance with Textures cleaning instructions.