



Flooring Products Warranty

1. General Warranty Terms & Conditions

- 1.1 The warranty applies to wooden floorboards and luxury vinyl tile (LVT) products. The warranty period shall run from the purchase date and will vary in length depending on product specification. Please refer to the product technical data sheet for information of the exact length of warranty.
- 1.2 The warranty covers:
 - The durability of the floorboard wear layer when used according to all installation and maintenance guides, and for the intended use
 - Structural integrity of the floorboard
 - In the case of LVT the warranty covers the durability of the surface wear layer only
- 1.3 The warranty must be registered with Atkinson & Kirby by the end user, within 30 days of the installation date. For new build properties the warranty should be registered within 30 days of the completion of the sale.
- 1.4 Warranty claims can only be accepted for flooring products that were part of the current product range at the time of purchase.
- 1.5 This warranty relates exclusively to flooring product parts supplied by Atkinson & Kirby. Any claims against other fixed installation will not be accepted.
- 1.6 Any post installation repair or replacement may invalidate this warranty.
- 1.7 This warranty applies exclusively to products bought and installed in the United Kingdom, Isle of Man and the Channel Islands.
- 1.8 The warranty is conditional on the adherence to:
 - Atkinson & Kirby installation instructions according to the construction type of the selected product, which can be downloaded from www.akirby.co.uk
 - Atkinson & Kirby maintenance guide according to the surface finish of the selected product, which can be downloaded from www.akirby.co.uk
- 1.9 Proof of purchase should be retained and presented to Atkinson & Kirby in order for the purchaser to be entitled to the full scope of this warranty. The purchaser should also present to Atkinson & Kirby the completed warranty card supplied when the warranty was registered.
- 1.10 It is recommended that the installation is always carried out by a qualified and experienced professional with the correct equipment and knowledge of flooring installation.

2. Exclusions to the Warranty

- 2.1 Any differences in colour variations and distribution of characteristics resulting from the natural structure of wood, between the Atkinson & Kirby's sample or catalogue photographs and the product purchased by the end user are not covered by this warranty.
- 2.2 The warranty does not cover:
 - a. Defects caused by any environmental extremes e.g high moisture levels, temperature and humidity extremes, use of chemicals

- b. Mechanical damage or scratches caused by the improper care and maintenance of the floor, that is not in accordance with Atkinson & Kirby's care and maintenance guides
- c. Defects caused by improper installation of the product, that is not in accordance with Atkinson & Kirby's fitting instructions
- d. Changes in the surface colour of the floor due to sunlight
- e. Defects where the floor has been installed over underfloor heating where this is not recommended for the specified product, or where the floor has been installed over underfloor heating systems that do not fall within the parameters presented in the installation instructions
- f. Any products installed despite defects being visible prior to installation
- g. Mechanical damage resulting from transport, except transport carried out by Atkinson & Kirby
- h. Products moved from their original place of installation
- i. Mechanical damage or scratches due to the improper use of the floor

3. Reporting Defects

- 3.1 Any suspected product defects must be reported to Atkinson & Kirby within 1 week of the defect appearing.
- 3.2 The claim should be submitted including all documentation described above in point 1.9 and with photographic evidence to support the claim.
- 3.3 A fully completed Product Resolution form should be completed and submitted with all product complaints and claims against this warranty. This can be obtained directly from Atkinson & Kirby by emailing sales@akirby.co.uk and requesting the form.

4. Complaints Procedure

- 4.1 Atkinson & Kirby reserve the right to carry out a site visit to view the product in situ in order to verify any claims.
- 4.2 The claim will be resolved within 1 week of the submission of the claim, or 1 week from the date of a site visit where one is carried out.
- 4.3 Following the review of any warranty claim a full report will be provided to the purchaser in writing detailing the findings and decision on the validity of the claim
- 4.4 In the event that the warranty claim is found to be valid and the product is at fault, Atkinson & Kirby will resolve the issue through one of the following actions:
 - Replace the faulty product free of charge
 - Repair or rectify the installed product free of charge

