

# Residential Consumer Product Guarantee Statement – Surestep Laguna

Product(s)

**Surestep Laguna sheet safety vinyl range**

Guarantee Period

**20 years**

Forbo Flooring UK Limited (“Forbo”) will guarantee the above-named Products for the respective period of years as stated above from the date of delivery from our premises (“the Guarantee Period”) in accordance with the terms and conditions set out below.

## Guarantee Scope

Forbo’s residential use flooring range which includes the Products listed above is guaranteed when fitted for interior residential use only.

Interior use products are not designed for, and are not guaranteed in respect of, exterior use.

Forbo guarantees the above-named Products against;

- Manufacturing defects notified during the Guarantee Period resulting in abnormal or premature wear of the surface as determined by Forbo (acting reasonably).
- Any apparent defects which are advised before or during the fitting and the installation is agreed to continue.

## Guarantee Terms

In the event that the Product is determined to be defective by Forbo (acting reasonably), Forbo shall replace any defective material (which may be all, or part of an installation) in an identical floor covering or if such floor covering is unavailable or discontinued in the nearest alternative floor covering in terms of its aspect and quality.

This Guarantee is conditional on:

- 1) The defective Product and premises where the Product is fitted being made available to Forbo (or its agents) for inspection and testing.
- 2) Forbo being entitled to use any independent body as part of the inspection and testing process.
- 3) Preparation of the sub-floor and installation must be in accordance with current Code of Practice BS8203:2017 for resilient floor covering and other relevant standards and memorandums directly applicable to the Products at the time of installation, including the Forbo installation guidelines.
- 4) All materials must be fitted using adhesives which meet the specifications recommended by Forbo.
- 5) Products have been cleaned and maintained in accordance with recommended Forbo guidelines.
- 6) The feet of furniture and any castors (for example used on chairs or cabinets) must be of a design which does not damage the floor covering.
- 7) No third party having attempted to undertake any remedial work.
- 8) Notice in writing is given to Forbo as soon as possible following the discovery of any alleged defect.
- 9) Proof of purchase being provided to Forbo.



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The replacement of defective materials under this Guarantee shall be limited dependent on the amount of time that has passed since the material was delivered.

**For products with a ten year (or more) guarantee the following shall apply. If the claim is made within:**

- First four years following date of delivery: 100% of the value of the acknowledged defective part.
- Fifth year following date of delivery: 75% of the value of the acknowledged defective part.
- Seventh year following date of delivery: 50% of the value of the acknowledged defective part.
- Tenth year following date of delivery: 30% of the value of the acknowledged defective part.

Forbo reserves the right at all times to carry out such remedial work as it in its absolute discretion considers necessary to correct any slight imperfection. This does not affect the Guarantee.

## **Exclusions**

This Guarantee shall not apply in the event of:-

- 1) Any abnormal use applications not in accordance with those specified on the Sample Card, Forbo product technical literature or Forbo installation guide.
- 2) Damage caused through accidents, fires, explosions, floods, or caused by unqualified third parties attempting remedial works.
- 3) Use of the Product with underfloor heating systems which can surpass 27 degrees Celsius.
- 4) Damage caused by abrasive objects, knives, chemicals, chemical transference (including discolouration from loose lay mats), dyes or burns.
- 5) Colour variation due to excessive U.V. radiation affecting light fastness.
- 6) Damage resulting from poor planning of the floor, unreasonable treatment and abuse, or from extreme pressures over a limited area (includes heavy loads and wheeled equipment or furniture).
- 7) Floor coverings which have been sold as "downgraded" or "seconds" products.
- 8) Damage resulting from incorrect fitting of the Products, including, but not limited to, incorrect or improper preparation of the floor on which the Product is fitted, or incorrect materials (including adhesives) used in fitting the Product.
- 9) Damage resulting from incorrect maintenance including improper cleaning methods or using non-approved cleaning materials (including high alkaline based products).

Forbo shall not be liable under this guarantee for any indirect or consequential loss or damage, loss of business, loss of custom, or costs incurred by the consumer or third parties under the terms of this Guarantee.

**For and on behalf of Forbo Flooring UK Limited**



**Angus Fotheringham**

General Manager UK and Ireland



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