creating better environments

FLOORING SYSTEMS

Forbo Direct - Delivery Guarantee - Terms and Conditions

The following terms and conditions shall apply to all orders made under the Forbo Direct Promotion in addition to Forbo Flooring UK Ltd's ("Forbo") standard Terms and Conditions of Sale which shall apply to all orders. In the event of any conflict between the standard Terms and Conditions of Sale and these Terms and Conditions, the Terms and Conditions set out below shall prevail.

1. Delivery guarantee

a. Subject to these terms and conditions, Forbo shall deliver orders for on or before 5.00pm on the fifth normal business day after Forbo acknowledges receipt of your order. Orders must be placed by our standard ordering cut off time of 12pm noon on day one. A normal business day is a Monday to Friday (inclusive) which is not a public holiday in the United Kingdom.

b. The terms of the Forbo Direct promotion shall not affect or be deemed to vary orders placed at the time of the introduction of the promotion.

c. The obligation in clause 1.a only applies to quantities of up to a maximum order of 500m^2 of each of the Tessera colourways listed in the Forbo Direct scheme, whether such orders are made in single or multiple orders to the same delivery location. Please see www.forbo-flooring.co.uk/forbodirect for details.

d. The obligation in clause 1.a applies orders for delivery to the UK mainland only.

e. Forbo Direct orders may be placed for a delivery date beyond the five business days, provided such date and location are agreed with Forbo at the time of placing an order.

f. Forbo is not liable for any failure to meet the obligations set out in clause 1a if such failure is as a result force majeure including but not limited to Acts of God (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), terrorist activities, pandemic or Government action in relation to a pandemic, blockage, strike or interruption or failure of electricity or telephone service.

2. Forbo Direct products

a. Tessera Forbo Direct products are the only products to which the Forbo Direct promotion applies.

b. Forbo reserves the right to remove or add products to the Forbo Direct range at any time.

c. The list of Forbo Direct products available will be maintained on a register by Forbo Customer Services. Customers are responsible for confirming when placing an order whether their requested products form part of the Forbo Direct promotion.

d. Forbo Direct carpet tile products will only be offered as standard 50cm x 50cm bitumen backed tiles.

3. Customer responsibilities

a. The Customer shall ensure that delivery is to a site that is accessible and has suitable parking for loading and unloading for a delivery vehicle. Forbo reserves the right to refuse delivery if the site is not accessible.

b. Customers must arrange for delivery to be inspected and accepted and signed for at the agreed delivery site.

c. Forbo shall not be liable to the Customer for any failure to deliver the ordered goods in the event that delivery to the delivery location is impeded in any way.

4. Other

a. The Tessera Forbo Direct promotion is only valid for customers who:
   i. are a flooring contractor with a direct account with Forbo.,
   ii. have not exceeded their credit limit,
   iii. have no overdue payments, and
   iv. are not involved in any unresolved disputes with Forbo.

b. The Forbo Direct promotion is not available to pro-forma customers, distributors or agents.

c. Forbo serves the right to refuse the Forbo Direct promotion to any customer for any reason.

5. Rebate offer

Tessera Forbo Direct orders not delivered within the time period set out in clause 1a will receive a credit to the customer's account of up to a maximum £500. No cash alternative is available.

a. The rebate offer is only valid for Forbo Direct orders invoiced between 1st May and 30th November 2026.

b. Forbo Flooring UK Ltd will refund a value of up to a maximum of £500.00 on Forbo Direct products if the delivery promise set out in clause 1a. is not met. The rebate will only apply to an actual purchase.

c. Non-Forbo Direct items on the same order as Forbo Direct items do not qualify for the rebate.

d. To make a claim, please contact Forbo Customer Service on 0800 0282 162 with details of your order.

e. Maximum rebate is one successful claim per company per month.

f. Only valid Forbo Direct orders will be eligible for a rebate.

g. These terms and conditions are subject to the laws of England and Wales and the exclusive jurisdiction of the Courts of England and Wales.