

Lifestyle Floors laminate wear warranty guide

The Lifestyle Floors laminate ranges are covered for material and production defects for the duration of the warranty.

Please note that the following warranty conditions cover most of our laminate ranges, with the exception of Love AQUA, our water resistant laminate range. The warranty conditions for Love AQUA can be found [here](#).

Wear warranty

Lifestyle Floors guarantees that with normal use the laminate surface will stay resistant to wear, including delamination or reduced resistance of the wearing surface. However, in the event of products with a V-groove, the reduced resistance of the V-groove is not included in the warranty. In addition, a change to the gloss level does not apply as wear of the laminate surface. Laminate is fade resistant, not 100% fade proof. It is generally accepted that all gloss finishes (i.e. paint, glass, furniture or car surfaces) are susceptible to superficial fading and/or gloss variation. This is not considered a product fault.

Warranty conditions

- The laminate must be professionally fitted to BS 8203:2017 standards.
- The warranties cover domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors.
- You need to closely follow our cleaning and maintenance instructions.
- Before installation, all planks must be thoroughly checked for visible defects under good lighting conditions. Planks with visible defects should not be installed. Any defects must be reported within eight days of purchase. A claim made after this time for visible defects will not be valid.
- Laminate floors must be laid indoors in rooms suitable for laminate flooring.
- Laminate floors, with the exception of specialist water-resistant laminates covered under separate warranties, are not suitable for: damp and/or humid spaces, including but not restricted to bathrooms and sauna rooms.
- Barrier mats should be used at entrances to reduce the chance of grit, sand or other abrasive materials damaging the floor.
- For the warranty to be invoked, the damage to the product must be obvious and the damaged surface area must be at least 1 cm² per product unit i.e. plank.
- Damage must not be the result of misuse or accidents, including but not restricted to mechanical damage such as heavy impact damage, scratches or grooves (for example by dragging furniture) or notches.
- Abnormal wear is not covered as may be caused by spiked/high heeled shoes, inadequate protection from furniture, grit, sand and other hard materials or damage caused by corrosive or abrasive substances such as pet urine.
- Incorrect removal or replacement of planks is not covered.
- Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floorcovering are not covered.
- The warranty excludes water damage caused by ice makers, refrigerators, washbasins, dishwashers, piping or ducts, natural disasters, excessive moisture in concrete slabs or any other form of water damage. If water and/or moisture are present on the floor and/or near the skirting, this must be removed immediately.
- The warranty also excludes damage caused by vacuum and steam cleaners or by the hard or metal wheels of office chairs or other furniture. With laminate floors, furniture legs should always be fitted with suitable protective material. Chairs/easy chairs/settees or furniture on wheels must be fitted with soft wheels or must be placed on specially adapted protective carpet or plates.

Making a claim

In the unlikely even you need to make a claim on your warranty, please contact the Lifestyle Floors retailer you originally purchased your floor from. All claims must be reported within 10 days of identifying the complaint (pre-installation defects within eight days of purchase) and an original receipt must be presented. If a claim is approved, you will receive an equivalent replacement from the current Lifestyle Floors collection. The value of the replacement offered will be pro-rata proportional to the time elapsed on the warranty. Any costs additional to the flooring e.g. labour or ancillary costs are excluded from the right to claim under this warranty.

Please note that this does not affect your statutory rights.