Lifestyle Floors vinyl wear warranty guide

Real peace of mind

Our warranties ensure that your floorcovering is protected and designed to suit your requirements and your budget. Depending on the range purchased, our warranties last from 5 years to a lifetime, which is another way that you can choose a floorcovering that's right for you. Lifestyle Floors warranties cover the wear of our resilient flooring, including laminate, LVT and vinyl.

Warranty conditions

- The vinyl must be professionally fitted to BS 52325 standards.
- The warranty covers 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, available in this guide.
- The stain warranty does not cover damage due to application of chemicals or the use of cleaning methods which are not recommended in this guide; or where there is evidence of heavy soiling, abuse or neglect.
- The floor covering should be protected against the risk of piercing caused by furniture or objects with pointed legs, feet or sharp edges. The use of plastic or felt protection devices is recommended.

Warranty exclusions

- Damage due to abnormal use
- Damage due to the use of the floor in an outside/external location
- The absence of standard protection methods for the floor covering (such as non-rubber doormats, sealed access doors etc.) where necessary
- Damage resulting from poor fitting or poor preparation of the underlying surface
- Damage caused by sharp or slicing material
- Damage caused by the presence of damp in the underlying surface
- Stains caused by rugs, rubber or latex materials
- Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering
- Damage caused by moving furniture without appropriate protective measures
- Failure to maintain the floor in line with the recommendations in the vinyl cleaning guide