



BRAMPTON CHASE

G R E A T B R I T A I N



Luxury floors for
every home and lifestyle



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Conditions of the Purchase Guarantee

The purchase guarantee is subject to the following conditions;

1. The product has been subjected to normal wear and tear conditions applicable to the guaranteed product.
2. The product has been professionally fitted by a skilled floor fitter in accordance with the Brampton Chase Installation Guide and industry code of practice using recommended adhesive where applicable.
3. The product has been installed in the UK.
4. The product must have been cleaned and maintained in accordance with the Brampton Chase Floor
5. Protection (in the form of felt pads or caster cups) has been fixed to the feet of the furniture to prevent damage.
6. Proof of any purchase will be required for any claim.
7. This purchase guarantee does not cover installation.

Exclusions of the purchase guarantee;

1. Damage or fading caused by external factors, including but not limited to exposure to the sun, water (including water leakages and sub floor water), heat and hydrostatic pressure.
2. Modifications, alterations or repair other than by a Brampton Chase authorised work person.
3. Poor installation of subfloor materials or the use of incorrect subfloor materials.
4. Negligence or misuse or uses other than for normal domestic purposes.

Claims

Any claim made under this Purchase Guarantee should be made in writing or by telephone in the first instance to your retailer.

Help and advice Tel: 01604 664855

If it is found to be necessary to replace a product which is no longer available, Brampton Chase reserves the right to replace the floor with a product of equal value and specification to that which was originally installed.

Save as detailed above and to the fullest extent permitted by law, Brampton Chase shall not accept or be liable under this Guarantee for any direct, indirect, special or consequential loss (including liquidated damages).

This Purchase Guarantee does not affect your statutory rights.



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Product Guarantee

Products Covered: Classics & Stones Luxury Vinyl flooring Collections

Subject to the conditions and exclusions set out below Brampton Chase (hereinafter referred to as "The Company") guarantees that the products listed will not wear out and will be free from any manufacturing defects from the original date of purchase for the periods and in the applications as set out in the table below;

Product	Residential	Commercial	Light Industrial	Important information: Not suitable for Hair Salons or Barbers due to the extreme abrasive effects of cut hair being walked into the floor.
Classics	Lifetime	15 years	5 years	
Stones	Lifetime	10 years	n/a	
Woodlands	Lifetime	10 years	n/a	
UltraCore	Lifetime	15 years	n/a	

Definitions –

1. 'Wear out' is defined as the removal of pattern and solid colour from the product, caused by the removal of the protective wear layer.
2. 'Lifetime' is defined as 35 years. The warranty is fully transferable to the next owner as long as the floor is used as specified for the room type.
3. 'Commercial' installations are areas for public and commercial use. 'Light Industrial' installations refer to areas considered for light industrial use (ISO 10874 sets out use classifications)
4. 'Residential' installation is defined as a private domestic residence.

Conditions – The warranty is conditional on the following having been met

1. The product has been fitted by a professional installer according to the Company's installation instructions, current at the time of installation, using the correct materials and adhering to the BS8203 code of practice.
2. The subfloor meets the relevant building standards, current at the time of installation, and the adhesives recommended for the application were used.
3. The product used has been correctly specified for the use of room in which it was installed.
4. Maintenance has been observed in accordance with the Company's cleaning and maintenance instructions and suitable barrier matting has been provided to all external entrances to prevent the ingress of dirt. Protection (e.g. felt pads or castor cups) has been fixed to the feet of the furniture to prevent damage. The product has been subjected to normal wear and tear.
5. For products with a click mechanism, the minimum recommended expansion gap must have been allowed around all fixed items including walls and pipework. These floors must also be fully floated i.e. no items/fixtures/fittings should be permanently fixed either to or through the flooring. Under no circumstances should these products with a click mechanism be permanently bonded to the subfloor. The product has been installed in accordance to the Company's installation instructions.



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Exclusions – The following exclusions shall apply;

- 1. Not suitable for Hair Salons or Barbers due to the extreme abrasive effects of cut hair being walked into the floor.**
2. Defects caused by sub-standard installation.
3. Any wilful or accidental damage (fire, flood, impacts, objects being dropped onto or dragged across the floor etc.)
4. Any immediately obvious manufacturing defects should be notified to the Company within 6 months of installation.
5. Damage to products that are a result of poor maintenance, as well as any reduction in surface gloss and texture due to normal wear and tear.
6. Defects caused by poor subfloor preparation, including where the residual moisture in the subfloor exceeds the allowed levels.
7. Damage caused by stains, excessive heat, cuts and/or other misuse.
8. Damage caused by indentation and abrasion: e.g. unprotected castor wheels, furniture legs, high and spiked heels.
9. Damage caused by localised 'hot spots' when an underfloor heating system cannot circulate heat freely.
10. Damage or fading caused by external factors, including but not limited to exposure to sunlight, excessive temperatures, water and pressure.
11. For products with a click mechanism, damage to the click mechanism by stresses from inadequate subfloor preparation, sub-standard installation or excessive pressure.

This warranty does not guarantee the product to be fit for a particular purpose or use. Samples supplied prior to the installation of the floor may be from a different batch which could affect the shading or surface texture from the final material installed.

Claims:

1. All claims must be submitted to the Supplier in writing as soon as they become apparent.
2. The Company will require a report of the defect in relation to the claim, including a copy of the invoice, product detail, installation/subfloor information and photographs. No samples shall be removed from the installation without prior agreement from the company.
3. Once the claim is raised, the Company may choose to inspect the installation. If the product is found to be faulty the Company will replace any defective material at no charge with the same or similar product (subject to availability)
4. The Company may also reimburse a proportionate cost towards labour, uplift and re-installation. All costs must be agreed with the Company before work commences. The cost of labour to rectify any agreed product fault will be limited depending on the time elapsed since installation.
5. If any replacement product is no longer available, the Company reserves the right to replace it with a product of equal value and specification.

The Company shall not accept or be liable for any direct, indirect, special or consequential loss, expense cost, claim damages (including liquidated damages). This warranty does not affect your statutory rights.