

STANDARD PRODUCT WARRANTY

Warranty Period

Warranty period in years from date of purchase:

Collection	Residential	Commercial
Signature Collection Check, Dovetail, Heritage Colours (Little Bricks & Squares), Lattice, Organics, Parquet, Pattern, Northmore	Lifetime*	15
Wood Patterns Natural Plank, Natural Oak (Plank & Parquet), Premium Wood (Plank & Parquet)	Lifetime*	15
Other LVT Collections Colours Collection, Galaxy Colours, Imagination, Leather, Selected Woods, Rusted Steel, Tadao Ando, Urban Colours	25	12
All Other Collections Dimples, Grid, Smooth, Treadplate	12	8

*Lifetime is defined as 35 years

The warranty is conditional on the floor being properly fitted and cared for during its lifetime as follows:

- fitted using the appropriate Harvey Maria recommended adhesive
- fitted in accordance with the fitting instructions available in PDF format on our website at www.harveymaria.com, and/or by an installer qualified in fitting of resilient flooring and in accordance with BS8203 (the British Standard for the installation of resilient flooring).
- fitted onto a subfloor that meets the relevant building standards and guidelines set out in the fitting instructions at www.harveymaria.com
- cleaned and maintained strictly in accordance with the guidelines and instructions at www.harveymaria.com for the duration of the warranty period.
- protected from damage including use of appropriate entrance matting and furniture protectors to prevent excessive surface scratching and indentation.

Important Information

Small variations in colour, shade, pattern, texture or other characteristics between samples or brochure, digital representations or published specifications of the product, and the actual floor supplied, are not covered by this warranty. In all cases, customers should satisfy themselves as to suitability of flooring supplied prior to fitting.

This warranty does not cover outdoor use or any use other than normal flooring purposes.

The flooring should be appropriately specified for use, taking into account the conditions and use in the space in which it is installed.

Any immediately obvious manufacturing defects must be notified to Harvey Maria prior to fitting, and installation suspended. Any other claims relating to manufacturing defects must be made within the three months from receipt of goods. Rights to any such claim after this time will be deemed to have been waived.

Exclusions

The following exclusions shall apply:

Damage or defects caused by improper or sub-standard installation; poor or inappropriate maintenance; poor subfloor preparation; the presence of moisture or alkaline substances in the subfloor.

Damage caused by burns, cuts, stains, scratches, gouges, indentations or any other abuse or accidents; staining (including from dyes, chemicals, fertilisers, bleach or other similar materials); fading or discolouration caused by sunlight or heat generation; scuff marks from shoes etc.

Damage caused by objects being dragged across the floor or dropped onto the floor.

Installation with obvious manufacturing defects.

Warranty Claims

All claims must be submitted to Harvey Maria in writing as soon as a problem becomes apparent.

Claims must be accompanied by a copy of the original purchase invoice, details of the defect including photographic evidence, and any other relevant information as reasonably requested.

On receipt of a claim, Harvey Maria may arrange inspection of the floor, and upon confirmation of a valid claim will provide replacement product or similar product if the original product is unavailable.

Terms & Conditions of the warranty

Subject to the terms set out in our warranty statement, Harvey Maria guarantees the flooring against damage caused by 'wear out' from normal use within the time period set out in this warranty statement. 'Wear out' is defined as loss of colour or pattern as a result of wear through the top layer(s) of the floor to the print or backing layer. In such cases Harvey Maria Ltd will supply replacement material, or similar in quality and specification to the original if the original material is no longer available, free of charge..

Harvey Maria Ltd shall not accept or be liable for any direct, indirect or consequential loss or claim for damages (including liquidated damages).

This warranty does not affect your statutory rights.