

## STANDARD PRODUCT WARRANTY

### Warranty Period

Warranty period in years from date of purchase:

Collection	Residential	Commercial
<b>Signature Collection</b> (Little Bricks, Parquet, Lattice, Check, Spot & Rose Sprig, Premium Wood, Dovetail, Organics) <b>Colours Collection</b>	25	12
<b>Other LVT Collections</b> (Tadao Ando, Imagination, Leather, Galaxy Colours, Leather, Rusted Steel, Rustic Plank, Natural Oak, Urban Colours)	20	12
<b>Rubber</b> (Dimples, Grid, Smooth)	12	8

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

- fitted using the appropriate Harvey Maria adhesive
- fitted in accordance with the fitting instructions available in PDF format on our website at [www.harveymaria.com](http://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 on our website at [www.harveymaria.com](http://www.harveymaria.com)
- cleaned and maintained according to the current guidelines and instructions on our website at [www.harveymaria.com](http://www.harveymaria.com), using approved products throughout 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.



The Old Dairy, Danworth Farm, Cuckfield Rd,  
 Hurstpierpoint, West Sussex, BN6 9GL, United Kingdom.  
**Telephone: 0845 680 1231 Email: [info@harveymaria.com](mailto:info@harveymaria.com)**

### 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 they become 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 replace the damaged floor 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.

