



Amtico International  
Kingfield Road  
Coventry  
CV6 5AA  
T: +44 (0) 24 7686 1400  
F: +44 (0) 24 7686 1552

## **Amtico 20 Year Residential Product Guarantee**

Amtico International (hereinafter referred to as 'the company'), hereby guarantees that in the event of the Amtico flooring supplied under this agreement, requiring replacement due to 'wear out' from normal foot traffic within 20 years from date of purchase, the floor will be replaced free of charge. 'Wear out' means the removal of pattern and colour from the Amtico floor caused by the removal of the protective wear layer.

Please note that any other claim in respect of alleged manufacturing defects must be notified to us within 6 months of the product being installed otherwise any such claim will be treated as having been waived.

### **THIS GUARANTEE IS CONDITIONAL ON THE FOLLOWING:**

1. That the Amtico floor has been professionally installed, either by an approved Amtico retailer, or other competent floor installer, in accordance with the directions contained within the Amtico Technical Manual and BS8203 (the standard for installation of resilient flooring) and using Amtico approved adhesives.
2. That the floor is used domestically and has been regularly maintained, using approved products, following our current guidelines.
3. That precautions have been taken to prevent indentation from heavy point loading (e.g. furniture) and excessive surface scratching.

### **Guarantee Exclusions**

- Damage caused by stains and spillages, burns, scratches, indentations, floods and any other accidents. This includes damage from asphalt, battery acid, bleach or similar corrosives.
- Improper care due to the use of incorrect maintenance products, as well as any reduction in surface gloss due to normal wear and tear.
- Minor scratching and superficial scuffing marks from shoes, etc.
- Damage caused by sharp and/or heavy objects being dropped or dragged across the floor.
- Flooring problems caused by improper installation including the incorrect use of non recommended adhesives, cements, underlay, underfloor heating or improper subfloor preparation. Also damage caused by the presence of moisture, alkaline substances or fluid pressure from the subfloor over which the floor is laid.
- Samples distributed prior to the selection and installation of the floor may be from varying batches. Decoration and shading may vary to the final material used in the installation.
- Use of the floor in any outside/external location.



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### **Important Information**

Please follow maintenance and cleaning instructions carefully. Full details are provided in the Amtico care leaflet. If you have not been provided with this please contact us and we will send one to you. The Amtico care guide is also available for you to download from our website [www.amtico.com](http://www.amtico.com).

This guarantee is the only guarantee given to the user by the Company and does not warrant the Amtico flooring supplied to be fit for a particular purpose or use. It is the responsibility of the user or user's agents to satisfy themselves that the Amtico flooring is suitable.

### **Using and maintaining your Guarantee**

In the unlikely event of any claim under this guarantee, please write, email or phone our Customer Services Department (full details are provided at the top of this guarantee certificate) quoting the guarantee number of this certificate together with your details and the problem you have. If, following examination and validation that your floor has been installed and maintained as specified, it is shown that part or all of the floor is faulty, the Company will repair defective material or provide a replacement of the same or similar material free of charge.

### **Transferrable Guarantee**

This guarantee is transferrable and should you move house, the guarantee will remain with the floor you have purchased. The guarantee will be transferred to the new owner by completing and returning the New Owner section below, to the Company with the change in details of ownership. We will then update our guarantee database.

This guarantee does not affect your statutory rights.