Furlong Flooring®
First choice flooring for every room

Furlong Flooring Sheet Vinyl Products
Residential Warranty - Terms and conditions

1. Warranty Duration

Furlong Flooring warrants its products from the date of invoicing against any hidden defect that may adversely affect the life of the product. The duration of the warranty starts from the date of installation and under normal conditions of use. Further warrants for specific attributes or usage need to be requested before the time of purchase.

Product	Warranty Duration	Product	Warranty Duration	Product	Warranty Duration	Product	Warranty Duration
Essential II	5 Years	Versatility III	7 Years	Encanto	10 Years	Artisan II	15 Years
Bonita	5 Years			Impressive	10 Years	Charisma II	15 Years
Cirrus IV	5 Years			Safetyflor	10 Years		

2. Warranty Remedy

Taking the obsolescence of the product into account, compensation will be offered at a flat rate proportional and degressively to the time elapsed (see below % of residual value) and will only relate to the initial value of the floor covering in order to arrive at zero at the end of the warranty period. The warranty period starts on the day of installation.
The warranty of Furlong Flooring is in any case limited to 1x the invoiced value of the total project, subject to the degressive scale as described above.

15 Years

1st Year = 100%

Subsequent years reduced by 6.66% per year

10 Years

1st Year = 100%

Subsequent years reduced by 10% per year

7 Years

1st Year = 100%

Subsequent years reduced by 14.29% per year

5 Years

1st Year = 100%

Subsequent years reduced by 20% per year

3. Warranty Conditions

The term “residential” shall be understood as: the use of the floor covering in a private residence that is used for private purposes only.

It is recommended that a daily log is kept by the installer and signed by the general contractor. It should contain at least the following data:

- Batch numbers of all used materials. (such as preparation material, adhesives, and the vinyl flooring)
- Installation conditions. (temperature of the air and the subfloor, relative humidity of the air, moisture content of the subfloor)
- Precise description of the installation area.

4. What is not covered by the warranty?

- Damage / discolouration caused during transportation that is not reported at the time of delivery.
- Damage caused during storage or treatment before installation.
- Damage due to use of the floor in an outside / external location.
- Improper installation: material installed not in accordance with the General Instructions, including any and all problems caused by the use or the misuse of non-suitable adhesives, underlayment and/or preparation of the subfloor, are not warranted.
- Damage caused by the presence of damp in the subfloor, including damp from improperly cured levelling compounds and/or adhesives.
- Labour costs to repair or replace material with visible defects that were apparent before installation.
- "INSTALLATION IMPLIES ACCEPTANCE". No warranty will be offered for appearance claims once the product is installed. The nominated party “owner, installer or representative” takes ownership and has final responsibility to ensure that they have received the correct product that was selected.
- Improper maintenance which results in the loss of gloss or the build-up of a blurry layer over the surface.
- This includes damage caused by steam mops. Absence of proper entrance doormat, which can remove large amounts of abrasive particles and dust as well as absorb moisture.
- Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers, or other similar materials.
- Damage caused by moving appliances or heavy furniture without protecting the floor (always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two- and four-wheel carts etc.).
- Damage resulting from accidents, casualty events, abuse, or improper usage (including pet related damage, such as chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: casters on furniture, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
- Damage caused by appliance or plumbing leaks or steam mops.
- Fading or discolouration due to excessive sunlight.
- Discolouration caused by using latex or rubber-backed floor mats and rugs or any other flexible plastic containing plasticizers. Note that some synthetic backed rugs contain latex in the manufacturing process that may discolour your floor and leave stains. Discolouration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, intensive foot traffic with safety shoes or any other footwear containing migrating plasticisers, etc.

- Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering.
- Damage caused by remodel or construction related activities.
- Any unreasonable expectation, not in line with the specifications as defined in the relevant International Product Standard (see product datasheet).
- In no event shall Furlong Flooring be liable for any incidental or consequential damages. All implied warranties which may arise by implication of law or application of course of dealing or usage of trade - including but limited to, implied warranties of merchantability or fitness for a particular purpose - are expressly excluded.
- No warranties, express, implied, statutory, or otherwise, extend beyond those expressly set forth in this warranty, and all such warranties are expressly disclaimed. By implied warranties we mean warranties that the law presumes to have been given by the seller even though they are not set out in writing.