

Laminate Flooring Warranty -Terms & Conditions

The warranty period begins from the date of delivery of the goods.

Below are the warranty periods for each product:

20 Year Domestic	15 Year Domestic
Lueron	Auralis
	Solesta

10 Year Commercial
Auralis
Lueron
Solesta

The delivery date starts from the delivery date together with the signed invoice and dispatch note.

- If in the unlikely event that the floorcovering suffers premature “wear out”, the floorcovering will be,
- repaired or replaced with the same or similar product free of charge, including agreed, “fair and reasonable” repair or replacement costs. The Product Warranty does not affect or replace the buyer’s statutory entitlements covering manufacturing faults or defects.
- In case of failure of the product within the warranty period, provided to be within the warranty period, the period for repair should be added to the warranty period.
- Product replacement period is a maximum 30 business days. This period starts from the date that the failure was notified to customer services.
- The warranty cannot be transferred. The warranty provided is not valid for any purpose other than intended use.
- The warranty is valid for a specified period and only for the malfunction of the product. No rights and indemnities other than that can be claimed under any other name.
- This warranty is only valid on indoor installations of Furlong Flooring products only.
- Furlong Flooring must be installed following the relevant Furlong Flooring installation instructions, using appropriate, proprietary accessories. The buyer must be able to provide proof of compliance with the manufacturer’s installation & maintenance instructions and the relevant country standard for installation.

LAMINATE FLOORING WARRANTY FROM FURLONG FLOORING

Warranty Exclusions

- Conditions not covered by warranty.
- Any elements which are damaged, unpacked and not in first quality are not covered by the warranty.
- Delivery or installation of the products by unauthorised dealers, failure to comply with installation instructions and quality manual.
- Damage caused by improper application that is inconsistent with maintenance and installation instructions.
- Manipulation on certificate of guarantee.
- Transfer of the certificate of guarantee to someone else for any reason.
- The certificate of guarantee is not valid if the certificate together with the invoice or its photocopy is not submitted.
- Furlong Flooring reserves the right to inspect the product and to authorise third parties for inspection.
- If Furlong Flooring is used other than in foreseen cases, the rights and claims within the warranty will be cancelled.

Important Notes

- Please do not accept damaged products or products with damaged packaging.
- Installation and service of the products should be done by expert technicians of authorised dealers.
- All technical information about Furlong Flooring Laminate Flooring is available on the website www.furlongflooring.com.