WARRANTY W01

Trade Product Warranty

Version 1 · November 2026 · For the flooring trade

This warranty summarises clause 12 of our **Terms and Conditions of Sale**, which take priority if there is any difference. It is given by Floors4Ever UK Ltd to its trade customers.

1. What we warrant

Our products will conform to their specification and be free from material defects in manufacture at delivery.

2. Warranty periods

Type of defect	Report it
Shortages and transit damage	Within 2 business days of delivery, with photographs
Visible defects (surface, colour, finish, size, machining)	Before installation, and within 10 business days of delivery
Hidden defects (such as delamination or failure of the finish under normal use)	Within 12 months of delivery, and within a reasonable time of discovery

3. What we will do

If we accept a claim, we will repair or replace the defective goods, or refund the price paid for them, at our option. We do not cover removal, refitting or other installation costs unless we agree this in writing.

4. Conditions

- The floor must be stored, acclimatised, installed and maintained in line with our technical guides TG01–TG05 and applicable British Standards, including BS 8201.
- Room conditions must be kept at 15–25°C and 45–65% relative humidity.
- Over underfloor heating, the floor surface must never exceed 27°C.

5. Not covered

- Natural variation in colour, grain, knots and shade, and colour change from light
- Gaps, cupping or movement caused by humidity, moisture or heating outside the limits above
- Damp or unsuitable subfloors, incorrect installation or boards installed with visible defects
- Scratches, dents, wear and tear, water damage, misuse, pets, furniture, or incorrect cleaning products

6. How to claim

See our **Claims and Returns** policy (P01), or email info@floors4ever.co.uk.