



## Warranty

Thank you for purchasing your new flooring from Greyspace Flooring. Our warranty is provided to give you piece of mind that should you experience any problems we will be right here to help.

For all after sales enquires please call 0114 2581256 or email [info@greyspaceflooring.co.uk](mailto:info@greyspaceflooring.co.uk)

### Your Installation Warranty Policy

We warranty all the installation work outlined in your works contract / scope of works for 2 years against any faults due to incorrect installation and product failure. In respect of this, if a problem occurs we will respond to you within 5 working days to explore the issues in hand and rectify accordingly once liability has been claimed. The guarantee does not cover damage or accidents caused by you or third parties. If you do have minor imperfections or damage in the flooring we will be happy to assist you in rectifying the problem at an extra cost.

Greyspace Flooring warrants that the products installed are free from defects caused by manufacture or faulty material at the time of installation. The WARRANTY is limited to the product being used for its intended purpose, applied / installed and maintained in line with the manufactures strict instructions. The WARRANTY described below is given from the date of the original purchase and is not transferable. Repairs do not give entitlement to warranty extension.

### Structural Integrity Warranty

Greyspace Flooring warrants its products, in their original manufactured condition, to be free from structural defects for the period as outlined above each floor supplied and installed. Wood flooring being a natural hygroscopic product will expand and contract through heat and non-heating seasons. During these seasons you may experience some separation between boards / blocks. This is not a product defect and is not covered by warranty. Correct job site pre-inspection, installation and maintenance procedures must be followed. Failure caused by excessive expansion of the flooring, excessive subfloor moisture and / or water damage, including but not limited to broken water pipes or flooding, are not covered under this WARRANTY.

### Warranty Disclaimers

- 1) Greyspace Flooring promises to investigate each complaint on individual merit.
- 2) Colour variations are a natural occurrence due to species, age, character of flooring and exposure to UV light or sunlight. For these reasons, new and / or replacement flooring may not match display samples and / or existing flooring.
- 3) Natural occurring wood characteristics such as variations in grain, colour knots, mineral streaks, and sap wood are not considered defects.
- 4) The ultraviolet rays that can burn and age our skin will affect any organic material, including wood. Prolonged exposure to sunlight will change the colour of virtually any wood floor, regardless of the stain or finish. Some woods lighten when exposed to sunlight. Others, like cherry and oak, tend to darken. This is not a product defect.
- 5) Your flooring requires maintenance. Please follow the instructions provided.
- 6) The ingress of sand or dust on to the floor should be prevented by installing a suitable mat by the entrance door(s).

- 7) Liability arising from this WARRANTY is restricted to hidden defects. These are defects that were not visible before or during the installation of the floor.
- 8) The WARRANTY can only be invoked if the surface wear layer damaged for each board is greater than 1 sq. cm. Lacquer / Oil / HPPC wear is not classed as surface damage as this represents additional protection and is subject to correct maintenance practices / periodic re-application.
- 9) The surface wear layer represents additional protection to the timber and is not a structural element therefore is subject to a 12 month WARRANTY.
- 10) Greyspace Flooring reserves the right, and must be offered the opportunity to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

### **Warranty Exclusions**

Any of the following shall void and invalidate the WARRANTY.

- 1) Damage due to moisture including but not limited to, leaking pipes, incorrect maintenance, excessive moisture in subfloor or humidity, or likewise by conditions that are too dry.
- 2) This WARRANTY does not cover damage caused by settling or uneven subfloors outside the scope of our installation.
- 3) Improper maintenance or inadequate care.
- 4) This WARRANTY does not cover damage resulting from accidents or abuses that stain or scratch the finish of wood flooring, diminish gloss, or indent the surface of the wood. It also does not cover damage caused by heavy or concentrated foot traffic, damage by pets claws (nails), sand, gravel and other abrasives.
- 5) A stiletto heel can concentrate as much as 2,000 pounds per sq. inch on the floor. Walking on any wood surface with stiletto heels will cause indentations which are not covered by the WARRANTY.
- 6) Under this WARRANTY liability excludes any consequential or incidental occurrences that may arise from any claim and is strictly limited to the replacement of the affected flooring. By this we mean we will not pay for any loss, expense, inconvenience or damage other than to the affected wood floor itself.

### **Your Registration Details**

**Name:**.....

**Address:**.....  
 .....  
 .....

**Date of installation:**.....

**Product:**.....

**Product finish:**.....