



Conditions of the Purchase Guarantee

The purchase guarantee is subject to the following conditions;

1. The product has been subjected to normal wear and tear conditions applicable to the guaranteed product.
2. The product has been professionally fitted by a skilled floor fitter in accordance with the Karndean Installation Guide and industry code of practice using Karndean adhesive.
3. The product has been installed in the UK.
4. The product must have been cleaned and maintained in accordance with the Karndean Floor Care System.
5. Protection (in the form of felt pads or caster cups) has been fixed to the feet of the furniture to prevent damage.
6. Proof of any purchase will be required for any claim.
7. This purchase guarantee does not cover installation.

Exclusions of the Purchase Guarantee

1. Damage or fading caused by external factors, including but not limited to exposure to the sun, water (including water leakages and subfloor water), heat and hydrostatic pressure.
2. Wilful or accidental damage, including damage caused by impacts.
3. Modifications, alterations or repair other than by a Karndean authorised work person.
4. Poor installation of subfloor materials or the use of incorrect subfloor materials.
5. Negligence or misuse or uses other than for normal domestic purposes.

Claims

Any claim made under this Purchase Guarantee should be made in writing or by telephone in the first instance to your retailer.

Help and Advice
Tel: 0844 822 3921

If it is found to be necessary to replace a product which is no longer available, Karndean reserves the right to replace the floor with a product of equal value and specification to that which was originally installed.

Save as detailed above and to the fullest extent permitted by law, Karndean Designflooring shall not accept or be liable under this Guarantee for any direct, indirect, special or consequential loss (including liquidated damages).

This Purchase Guarantee does not affect your statutory rights.