

Conditions of guarantee

Laminate flooring

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Things to check before you start

It is important that you check each plank for any manufacturing faults; any faults should be reported back to the store for a replacement prior to the flooring being installed.

Golden rules for care

To extend the life of, and to protect your floor, you must always use felt pads under chairs and furniture (a plastic mat should be used with office chairs on wheels). Rubber based castor cups are recommended for heavy load furniture such as armchairs and pianos. Stiletto heels can damage floors. Be aware under some circumstances some types of shoes, pets, and children's toys etc., may cause additional wear and tear. Ensure doormats are used on the inside and outside of all external doorways to prevent grit from being carried across the floor protecting the surface from excessive wear and tear.

For regular cleaning a damp cloth is advised, cloths should be wrung out until no more drips are present before wiping the floor. Avoid using excessive water as this will damage your flooring. Always clear up spillages immediately.

To remove surface dust use a brush or vacuum cleaner with a soft brush.

Tough stains can be removed with a floor cleaner with the addition of a maintenance agent dedicated for use with the Product.

The planks will change shade over time as a reaction to exposure to sunlight and this is also perfectly normal. It is recommended that you occasionally relocate rugs and furniture once installed to ensure even shading.

We take special care to select high quality materials and use manufacturing techniques that allow us to create products incorporating design and durability. This product GoodHome has a manufacturer's guarantee of 15 years against manufacturing defects, from the date of purchase (if bought in store) or date of delivery (if bought online), at no additional cost for normal (non-professional or commercial) household use.

To make a claim under this guarantee, you must present your proof of purchase (such as a sales receipt, purchase invoice or other evidence admissible under applicable law), please keep your proof of purchase in a safe place. For this guarantee to apply, the product you purchased must be new, it will not apply to second hand or display products. Unless stated otherwise by applicable law, any replacement product issued under this guarantee will only be guaranteed until expiry of the original period guarantee period.

This guarantee covers product failures and malfunctions provided the product was used for the purpose for which it is intended and subject to installation, cleaning, care and maintenance in accordance with the information contained in these terms and conditions, in the user manual and standard practice, provided that standard practice does not conflict with the user manual.

This guarantee does not cover defects and damage caused by normal wear and tear or damage that could be the result of improper use, faulty installation or assembly, neglect, accident, misuse, or modification of the product. Unless stated otherwise by applicable law, this guarantee will not cover, in any case, ancillary costs (shipping, movement, costs of uninstalling and reinstalling, labour etc), or direct and indirect damage.

This Guarantee does not cover:

Products which have been installed and which have defects which would have been clearly visible before installation (in such a case this Guarantee shall only apply to defects in that part of the Products which has not been installed).

NOTE: All Products should be checked before and during installation for faults which are clearly visible to the naked eye, problems with assembling the Products and colour differences. The inspection should be performed in daylight, or under good artificial lighting, in the room in which the Products are to be installed.

NOTE: Please note that it is inevitable that there will be color differences between samples of the Products and between photographs of the Products and the real product. And there will be a change in the color of the Products over time, particularly if exposed to direct sunlight. Such differences and changes are not defects and are therefore not covered by this Guarantee.

Products that have been damaged or neglected during transportation supported by the customer

Damage that could be the result of improper use, store before installation, faulty installation or assembly, care for the products in accordance with product instructions and guidelines

The products installed directly on the floor without underlay and vapour membrane

Products which are damaged or become defective due to modification, misuse, neglect, willful or accidental damage or act of God.

Products damaged by: scratching (including from the action of furniture placed on the Products, gravel, sand or other abrasive materials), being subjected to excessive force (e.g. heavy objects hitting or being dropped onto the Products), water, exposure to inappropriate air humidity (i.e. less than 45% or greater than 60% humidity) or exposure to excessive heat (i.e. above 27 °C) (including fire).

Normal wear and tear to the products.

Products damaged as a result of the use of strong chemicals, contrary to the golden rule

Damage caused by installing the Products in an incorrect place and/or in incorrect conditions (e.g. kitchen, bathroom, etc).

Damage caused by installing the Products on a surface with inappropriate humidity i.e. humidity exceeding 2% for a concrete base, 8% for a wooden base and 0.5% for an anhydrite base.

Products sold or installed outside the country where the product was bought.

Products installed into business premises or domestic premises connected with business (e.g. rented property/holiday lets).

The replacement of other household fittings or furniture or the repair of other consequential or incidental damage arising from a defective product.

Any costs associated with the removal of flooring (including the Products) nor the installation of flooring (including any replacement for defective Products).

If the product is defective, we will, within a reasonable time, replace it.

Rights under this guarantee are enforceable in the country in which you purchased this product. Guarantee related queries should be addressed to the store you purchased this product from.

The guarantee is in addition to and does not affect your statutory rights.

Manufacturer:

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www.castorama.fr
www.bricodepot.com

Distributor :

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