

## TERMS &amp; CONDITIONS OF OUR LIFETIME GUARANTEE

## CONDITIONS

Material must be inspected as soon as received. If the buyer uses the material, this will constitute acceptance and renunciation of any possible claim. If any faults are noticed at the time of installation, this will have to be immediately interrupted and Element7 must be informed. Element 7's obligations will go no further than taking back and replacing the material acknowledged to be faulty.

Products are guaranteed with the following binding conditions of use; ambient humidity, at a temperature not exceeding 27degrees Celsius, not below 40% (forty percent) and not above 60% (sixty percent) relative humidity. In particular, light, ultraviolet radiation, humidity and other factors related to the environment can determine colour variability to the extent where it will not allow matching between boards or to the samples retained,

The general provision of the guarantee provided herewith covers the flooring for a period of **25 years** such that it will not wear through the wear layer provided you use only the Company's recommended cleaning products and strictly follow the Company's recommended maintenance program for the flooring. This guarantee will immediately lapse if the flooring is sanded, treated with abrasive pads or the surface finish is removed for Element7 lacquered floors. If the floor is finished with an oiled and or oiled and waxed finished, then the guarantee will immediately lapse if any sanding or refinishing of the surface is not carried out by an Element7 Approved refinishing company. This guarantee does not cover normal wear and tear, mechanical damage, or damage caused by builders' detritus, gouges, scratching, grit, the moving of furniture, dropped objects, animals, insects, chemicals, detergents or incorrect maintenance and cleaning products. This guarantee will not cover any discolouration of the wood caused by light, rugs or furnishings, dark floors lighten in colour and light floors darken in colour, this occurs naturally over time. The guarantee does not cover the gloss retention as gloss reduction normally occurs and is not a finish defect. Contraction, expansion, or damage to the flooring caused by either extreme changes in room temperatures or humidity levels, spillages, leakages, or damp. The Company's liability under this guarantee is limited to supplying sufficient flooring and replacing that part of the flooring which has worn out and Element7 cannot be held accountable for any other direct or indirect costs other than the cost associated with the replacement of the original flooring material.

Where the Company's approved Installer (E7 Installations Limited) carries out the installation the E7 Installations Limited will guarantee the installation for a period of **25 years** when used in a domestic environment, or for **1 year** in a commercial environment.

This guarantee will not cover damage caused by incorrect installation by your installers, including uneven sub-base construction and provided that the moisture content of the sub-base is at a level in accordance with the Company's guidelines such that installation of the floor may commence. Equally, failure to follow the Element7 and manufacturers' instructions when commissioning underfloor heating once the floor has been installed

which may lead to excessive expansion and contraction, or cupping of the wood, other than that which naturally may occur, will not be covered by this guarantee nor can the Company be held liable for this whatsoever.

Your statutory rights as set out in The Consumer Rights Act 2015 and The Sale of Goods Act 1979 are not replaced by this guarantee.

**LIMIT OF CONSEQUENTIAL DAMAGES**

The Company expressly excludes and will not pay or be held liable for consequential or incidental damages under this guarantee. By this the Company means any loss, expense, inconvenience, or damage other than to the wood itself that may result from a defect in the product.



Please note that this guarantee should be read in conjunction with our Terms and Conditions of Contract.