

**GUARANTEE**

PRODUCTS COVERED BY GUARANTEE:

**FINESSE SD  
PALETTONE SD  
POLYFLOR SD**

**OHMEGA EC  
POLYFLOR EC  
ROF**

**GUARANTEE PERIOD: 10 YEARS**

All Polyflor products are tested in accordance with the claims made within our trade literature. The quality systems which control the design, manufacture and supply of all Polyflor products are accredited to ISO 9001 (Quality Management Systems), ISO 14001 (Environmental Management Systems) and BES 6001 (Responsible Sourcing of Construction Products). Also, most Polyflor products have been awarded independent Agrément Certification where applicable for the product category.

Polyflor Ltd. guarantees that the product will be free from any manufacturing defects, that it will be appropriate for the use area applications listed in the general requirements of ISO 10581, and that it will provide a minimum of ten years serviceable life in normal wear and tear circumstances.

This guarantee is only valid if the product is installed by a skilled and experienced professional flooring contractor, the installation is carried out in accordance with the recommendations detailed in the current Polyflor Technical Manual and relevant local industry code of practice (i.e. BS 8203) using adhesives approved by Polyflor Ltd. The installed floor must be maintained in accordance with Polyflor maintenance recommendations and using products recommended by Polyflor, and all reasonable precautions must have been taken to eliminate the presence of dirt through dirt barrier systems e.g. entrance matting.

Prior to commencing any replacement work, Polyflor or their agent reserves the right to visit the installation to investigate the cause of the problem. If Polyflor agree that the product is at fault, they will arrange with the installer the remedial course of action, who will then carry out the necessary work. The replacement will cover the immediate affected area and the adjacent area up to the nearest practical or natural break i.e. doorway or change of use area. Polyflor will not accept or be liable for any liquidated damages or other costs not included in the aforementioned statements. This guarantee does not affect the individuals statutory rights with regard to both the product and services supplied. This guarantee is non-transferable. Proof of purchase will be required for any claim.

In providing this guarantee at no extra cost to the end user, Polyflor reserve the right to offer an alternative colour or equal product should a direct replacement no longer be available. This guarantee does not cover defects arising from excessive moisture, chemical reaction, corrosion, extremes in temperature, abuse and abnormal usage above which the product is specified.

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