

# VICTORIA™

Design Floors

## Residential Warranty

**Distinctive™**  
FLOORING

**Universal**  
DESIGN FLOORING

Issue: February 2022

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### About our warranty

Within this document 'Victoria Design Floors' is also be referred to as 'The Company'.

Below is a list of our product ranges along with the residential and commercial wear warranties associated with each.

Within these time frames, should the product supplied need to be replaced due to premature/excessive wear from normal levels of traffic, then the flooring will be repaired or replaced with the same or similar material free of charge.

Product Range	Residential Warranty (years)	Commercial Warranty (years)
Universal 30	10	5
Universal 55	15	10
Aspect	Lifetime (35 Years)	12
Landscape	Lifetime (35 Years)	15

'Wear' is the term we use when a floor has lost it's colour due to the removal of it's protective wear layer.

'Residential' installation refers to a private domestic residence.

'Commercial' installation are areas for public and commercial use. Please refer to the product technical data sheets for the commercial classification for each range individually. These can be found at [www.myvictoria.co.uk/downloads](http://www.myvictoria.co.uk/downloads).

The Company reserves the right to update both it's fitting instructions and warranty documentation at any given time. The most up to date copies of these documents can be found at [www.myvictoria.co.uk/downloads](http://www.myvictoria.co.uk/downloads).

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### 1. Conditions of Residential Warranty

1.1 Installation of the 'Victoria Design Floors' floor has been carried out professionally by someone approved to install resilient flooring or an approved contractor/ dealer who holds the relevant qualifications or certification (such as an NVQ Level 2 or above).

In the event of our Click LVT being installed, we recognise this is a more of a DIY install and insist that the product is fitted in accordance with the relevant Click fitting instructions. If all instructions including acclimatisation, correct tools and relevant explanation gap have been followed, we will honour the wear warranty. If (upon inspection) we find that these actions have not been carried out then the warranty will be null and void.

1.2 The product has been installed in accordance with the directions contained within the fitting instructions and BS8203:2017 (the standard for installation of resilient flooring) and using the appropriate adhesives for the site conditions. Installation guidelines can be found at [www.myvictoria.co.uk/downloads](http://www.myvictoria.co.uk/downloads).

1.3 The floor has been installed in an appropriate environment and that it is suitable for these conditions. It is the responsibility of the home owner or retailer to ensure the Victoria Design Floors' floor is suitable for purpose.

1.4 The subfloor has been constructed in accordance with the relevant building standards valid at the time of installation and prepared to BS8203:2017 with a surface regularity of SR1.

1.5 Following the Company's current cleaning & maintenance guidelines the location of the 'Victoria Design Floor' has been regularly maintained.

1.6 That measures have been taken to prevent indentation of the floor from heavy items (e.g..., furniture, American fridges etc) and excess surface scratching. See cleaning & maintenance guide for full details.

1.7 For Click products, the minimum recommended expansion gap must have been allowed for the space including pipe work and doorways. Please refer to latest fitting guidelines for this information.

1.8 Installations into a conservatory or a location with south facing windows have been protected from solar gain. The room must be kept at a maintained climate where the floor temperature will not exceed 27 degrees. Should adequate protection not have been applied then the warranty will be null and void.

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### 1. Conditions of Residential Warranty (cont...)

1.9 Should underfloor heating be used, it is imperative that the guidelines stated in the relevant fitting instructions are followed regarding heating the room. Failure to follow these instructions will void this warranty.

### 2. Exclusions of warranty

2.1 Issues caused from incorrect installation including:

- insufficient acclimatisation (time and temperature)
- subfloor preparation not in line with BS8203 recommendations
- incorrect use of:
  - appropriate adhesives for site conditions. You can find F.Balls adhesive recommendations here: <https://www.f-ball.com/rag-manufacturer/victoria-design-floors/#rag>
  - floor preparation materials
  - underfloor heating
- Any damage caused by the presence of moisture, alkaline substances, or fluid pressure from the subfloor over which the floor is laid.

2.2 Damage caused by:

- items being dropped or dragged across the floor
- indentation (including spiked heels)
- burns
- stains and spillages
- floods
- any other accidents including damage from corrosives including bleach, battery acid or asphalt.

2.3 Scratching and scuff marks. Our LVT floors are not scratch proof.

2.4 Incorrect use of maintenance products

2.5 Insufficient or complete lack of protective matting at external entrances design to help stop the transfer of grit and dirt entering the room.

2.6 Damage or fading caused by exposure to sunlight or excessive heat.

2.7 Use of the floor in any unheated or outside/external location.

### 3. Damage in Transit

3.1 Retail partner claims for damage must be reported to the Company within 48 hours of delivery.

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### 4. Shrinkage

4.1 The Company cannot accept any claims for shrinkage unless it has been installed in accordance with the appropriate British Standard or for any flooring installed in an area subject to excessive moisture (e.g. Bathrooms, Kitchens, Laundry rooms, lavatory, etc) unless the appropriate product is used. Please contact your sales representative or retailer if clarification is required.

4.2 Products should be stored in an area to be fitted at least 24 hours prior within a minimum temperature of 18 degrees Celsius.

4.3 All LVT should be fitted in accordance with our fitting & maintenance instructions. Cleaning kits should be recommended to protect the flooring.

### 5. Inspection of orders by Customers, Claims and Returns

5.1 Subject to the following provisions of this condition, any goods which on receipt by the Customer are discovered to be faulty or through the Company's error are the incorrect size, quality or colour, may be returned by the Customer for full credit within seven days of delivery PROVIDED ALWAYS that the product has not been cut and/or laid or installed.

5.2 The Company will, in no event, be liable for any labour or other direct or consequential costs in connection with the installation or removal of defective material or replacement goods. Should the Company decide to reimburse a reasonable proportion of labour costs to uplift defective and re-install replacement material, all costs must be agreed with The Company before work commences.

5.3 No goods may be returned, and no complaint shall be made or receive consideration in respect of matching. Vinyl supplied at different times cannot be guaranteed to match for colour and pattern. It is the responsibility of the customer to check the product batch numbers match before products are unwrapped.

5.4 Products sold as imperfect will not be considered the subject of any complaint.

5.5 Where the product has suffered from improper care and maintenance.

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### 6. Claims

6.1. All claims must be submitted to The Company in writing, via the Standard Claim Form as soon as they become apparent. This form is available to download from the relevant section on [myvictoria.co.uk/download](https://myvictoria.co.uk/download).

6.2. Ensure that you have the following in relation to your floor as these may be asked for in relation to your claim:

- copy of the invoice
- product detail
- installation/subfloor information
- photographs of the defect.

6.3 In some circumstances, The Company may request that the floor is inspected by an independent third party. In this instance, you will be contacted for an appointment.

6.4 In the event of an inspection and the product is found to be faulty, The Company may require samples of the affected product. Under no circumstances should these be removed from the installation without prior agreement from the Company.

6.5 Should the product be found to be at fault, The Company will replace any defective material at no charge with the same or similar product (subject to availability).

6.6 If it is found necessary to replace a product which is no longer available, The Company reserves the right to replace it with a product of equal value and specification.

6.7 If a section of a room is replaced, the warranty period will apply from the first date of purchase.

6.8 The Company shall not accept or be liable for any direct, indirect, special or consequential loss, expense cost, claim damages (including liquidated damages) arising from negligence or misuse or use other than for the intended purpose.

6.9 The Company will only accept claims against the warranty when the product has been purchased either directly through the Company or through one of its retail partners.

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### 7. Returns

7.1. The Company will not accept the return of any goods unless such return has received its prior written approval.

7.2. Subject to the foregoing, goods which are returned for credit owing to an error on the part of the Customer (including arising from the duplication of the order as such) will incur a handling fee of £10 per box.

7.3 Goods must be contained in their packaging and labelled with the appropriate documentation. If any goods are not in perfect condition (as to which the Company will be the sole judge) they will be credited at their scrap value.

### 8. Liability

8.1 The Company's total liability to the Customer in respect of defective goods (whether arising pursuant to the Contract or to statute or Common law) will be limited to one of the following:

- the replacement of the goods concerned
- at the Company's discretion the making of an allowance, not exceeding the price paid for them
- an allowance agreed between the Customer and the Company
- the undertaking of any necessary repair (the Company will not be liable for any labour in any event)

8.2 All other liability of the Company to the Customer of whatever kind, and from whatsoever cause arising, is hereby excluded, save that nothing in these conditions excludes or limits the Company's liability for death or personal injury caused by negligence.

8.3 The Company reserves the right to inspect all fitted complaints to establish fault.

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### **Important Information**

Please follow the maintenance and cleaning instructions carefully. Full details are available on [www.myvictoria.co.uk/downloads](http://www.myvictoria.co.uk/downloads).

This Warranty is applicable to the 'Victoria Design Floors' range(s); Distinctive Flooring and/or Universal Flooring products purchased through approved 'Victoria Design Floors' flooring specialists and installed within the UK.

Samples distributed prior to the selection and installation of the floor may be from varying batches. Decoration and shading may vary to the final material used in the installation.

### **Using and maintaining your warranty**

In the unlikely event of any claim under this warranty, please write to:

Customer Services  
Victoria Design Floors  
Worcester Road, Kidderminster, DY10 1JR  
[customerservice@myvictoria.co.uk](mailto:customerservice@myvictoria.co.uk)  
Tel: 01562 749 300

The Residential Product Warranty does not affect or replace the buyer's statutory entitlements covering manufacture defects.