

# Amtico Access

## Residential Warranty

ACC-WR-20231205-03-EN

### 20 Year Residential Product Warranty

Amtico International (hereinafter referred to as 'the Company'), hereby guarantees that in the event of the Amtico Access flooring supplied under this agreement, requiring replacement due to 'wear-out' from normal floor traffic within 20 years from the date of purchase, the floor will be repaired or replaced with the same or similar material free of charge. 'Wear-out' means the removal of the pattern and colour from the Amtico Access floor caused by the removal of the protective wear layer.

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

The floor must have been installed in accordance with our installation instructions and registered within 60 days of purchase. Please either register online at [www.amtico.com/warrantyregistration](http://www.amtico.com/warrantyregistration); by sending an email to [ukwarranty@amtico.com](mailto:ukwarranty@amtico.com) or by calling us on 0121 745 0865. When registering a warranty you will need to provide details of the product which was fitted (Product Name/Product code). We are unable to register a warranty without this information.

### This Warranty is Conditional on the Following:

1. The Amtico floor has been professionally installed either by an Amtico Approved Retailer or other competent floor installer
2. That the floor is used domestically and has been regularly maintained, using approved products, following current guidelines
3. That precautions have been taken to prevent indentation from heavy point loading (e.g furniture) and excess surface scratching

### Warranty Exclusions:

- Damage caused by stains and spillages, burns, indentation, floods and other accidents. This includes damage from asphalt, battery acid, bleach or similar corrosives
- Improper care due to the use of incorrect maintenance products, as well as any reduction in surface gloss due to normal wear and tear
- Scratching and scuff marks
- Damage caused by objects being dropped or dragged across the floor
- Flooring problems caused by improper installation including the incorrect use of subfloor preparation materials and underlay. Also damage caused by the presence of moisture, alkaline substances or fluid pressure from the subfloor over which the floor is laid
- Use of the floor in any unheated or outside/external location
- Damage caused as a result of poorly prepared or uneven subfloor
- If the floor is laid in an area with large temperature fluctuations or excessive direct heat, such as conservatories or direct sun through windows/doors unless fully bonded using a suitable high temperature adhesive
- Damage or fading caused by exposure to sunlight or excessive heat

**NOTE:** Avoid the use of rubber or latex backed mats, as some types can cause permanent floor discoloration.

### Important Information

Please follow the maintenance and cleaning instructions carefully. Full details are available on our website ([www.amtico.com](http://www.amtico.com)).

This warranty is the only guarantee given to the user by the company and does not warrant the Amtico Access flooring to be fit for a particular purpose or use. It is the responsibility of the user or user's agents to ensure that the Amtico Access floor is suitable for purpose.

Samples distributed prior to the selection and installation of the floor may be from varying batches. Decoration and shading may vary from 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 the Aftercare Technical Services Department, Amtico International, Kingfield Road, Coventry, CV6 5AA or telephone 024 7686 1409. If examination shows that the floor has been installed and maintained as specified, the company will repair or replace the flooring with the same or similar material free of charge.

This warranty does not affect your statutory rights.

