

Amtico First Residential Warranty

FIR-WR-20250301-04-EN

15 Year Residential Product Warranty

Amtico International (hereinafter referred to as 'the Company'), hereby guarantees that in the event of the Amtico First flooring supplied under this agreement, requiring replacement due to 'wear-out' from normal floor traffic within 15 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 First 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; by sending an email to 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 Amtico First floor has been installed in accordance with the directions contained within the Technical information which can be viewed on our website (www.amtico.com) and BS8203 (the standard for installation of resilient flooring) and using Amtico approved adhesives
3. That the floor is used domestically and has been regularly maintained, using approved products, following current guidelines
4. 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 any 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
- Scratch 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 non-recommended adhesives, floor preparation materials, underfloor heating or improper subfloor preparation. 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 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).

This warranty is the only guarantee given to the user by the company and does not warrant the Amtico First flooring supplied 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 First floor is suitable for purpose.

This warranty is applicable to the First range of products purchased through approved Amtico 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 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.

Transferable Warranty

The warranty is transferable and should you move house, the warranty will remain with the floor you have purchased i.e. floor warranty is for the property, not the purchaser.

