



TCS Laminate Flooring Warranty

This warranty is between TCS and the retailer. The retailer may choose to pass on these benefits to the consumer but all legal and contractual obligations are between the retailer and TCS.

VISIBLE DEFECTS

Before installing the TCS floor panels and accessories, these must be thoroughly checked for visible defects under the best lighting conditions. In any case the customer must refrain from installing visibly defective products. Any such defects must be reported to the TCS at the latest 8 calendar days after purchase. The defective products will be replaced. Any complaints made after this period shall not qualify for the warranty.

PRODUCT AND MATERIALS DEFECTS

In the event of material or production defects in TCS products, TCS will replace the deficient products in accordance with the present warranty conditions. This is limited to the replacement of the defective TCS product and excludes compensation for any other damage or costs incurred or to be incurred such as, but not restricted to, placement costs and removal expenses.

WARRANTY TERM

The TCS Laminate floor warranty shall be for normal residential use only which means private residential use in a private residential property and shall cover a period of 10 years.

The 10 year warranty only applies on the retail purchase value of the flooring with an annual writing-off of 10%. This warranty does not cover the fitting costs and possible other additional costs.

YEAR AFTER PURCHASE	MATTRESS WARRANTY COVER
1 st	100%
2 nd	90%
3 th	80%
4 th	70%
5 th	60%
6 th	50%
7 th	40%
8 th	30%
9 th	20%
10 th	10%



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WHAT IS COVERED?

TCS guarantees that with normal use the laminate surface will stay wear-resistant, including delamination or reduced resistance of the wearing surface. However, in the event of products with V-groove, the reduced resistance of the V-groove is not included in the warranty. In addition, a change to the gloss level does not apply as wear of the laminate surface. Laminate is fade resistant, not 100% fade proof. It is generally accepted that all gloss finishes (i.e. paint, glass, furniture or car surfaces) are susceptible to superficial fading/gloss variation. This is not considered as a product fault.

WHAT IS NOT COVERED?

Any damage to the product resulting from a defect that was not inherently present at the time of purchase falls outside the scope of this warranty. This includes damage caused by:

1. Inadequate placement, i.e. placement not according to the TCS laying instructions
2. Non-compliance with the instructions for cleaning and maintenance as described on the TCS Instruction sheet.
3. Accidents or inappropriate and inadequate usage.
4. Abnormal wear such as may be caused by spiked shoes, inadequate protection from furniture, grit, sand and other hard materials. Damage caused by sand, dirt or any other abrasive material must be prevented by placing a suitable floor mat at all entrance doors. To determine whether the wear is abnormal, relevant ambient factors, the duration and the intensity of use of the product are taken into account.
5. Water damage caused by ice makers, refrigerators, washbasins, dishwashers, piping or ducts, natural disasters, excessive moisture in concrete slabs, hydrostatic pressure, etc. If water and/or moisture is present on the floor and/or near the skirting, this must be removed immediately.
6. Incorrect removal or replacement of panels.
7. Damage caused by vacuum cleaner frames or by the hard or metal wheels of office chairs or other furniture. With laminate floors, furniture legs should always be fitted with suitable protective material. Chairs, easy chairs/settees or furniture on wheels must be fitted with soft wheels or must be placed on specially adapted protective carpet or plates.
8. Damage caused by corrosive or abrasive substances such as pet urine.

