INSTALLATION WARRANTY

12-Month Installation Warranty

Workmanship guarantee for floors supplied and fitted by Cambridge Floors

Our promise. Every floor fitted by our own team is guaranteed against defects in installation workmanship for **12 months from the date your installation is completed**. If a fault caused by the way we fitted your floor appears in that time, we will inspect it and put it right free of charge.

This warranty is given by Cambridge Floors T/A Timberzone Wood Flooring Ltd (company number 14249203) and Maestro Brothers Limited (company number 10407047). It is in addition to, and does not affect, your statutory rights under the Consumer Rights Act 2015.

1. What this warranty covers

Faults that result from the installation work carried out by Cambridge Floors, including:

- Boards, blocks or panels lifting, loosening or sounding hollow because of adhesive application, fixing or bonding carried out by us.
- Joints opening, stepping or misalignment caused by incorrect fitting (as distinct from natural seasonal movement — see section 4).
- Insufficient expansion gaps left by us, causing the floor to buckle, peak or press against walls or fixed objects.
- Squeaks or movement caused by the fixing method we used.
- Herringbone, chevron and pattern layouts set out incorrectly by us.
- Skirting, beading, scotia, thresholds, door bars and other trims fitted by us becoming loose or detached.
- Stair treads, risers and nosings fitted by us becoming loose, creaking or detached.
- Subfloor preparation carried out by us (levelling, ply or underlay) failing because of the way it was installed.

2. What we will do

2.1 Once you report a fault, we will arrange an inspection at a mutually convenient time.

2.2 If the fault is caused by our workmanship, we will repair, re-fix or re-lay the affected area free of charge, including labour and the fitting materials we supply (adhesive, fixings, trims).

2.3 Where replacement boards are needed, we will use your spare stock first. If none is available we will source the closest available match; because wood is natural and batches vary, an exact colour match cannot be guaranteed.

2.4 If the inspection shows the fault is a manufacturing defect in the flooring itself, it falls under the manufacturer's product warranty rather than this warranty. We will help you make that claim with the manufacturer.

2.5 If the inspection shows the problem is not covered by this warranty, we will explain why in writing and, if you wish, quote for putting it right.

3. Conditions

This warranty applies when:

3.1 The installation was carried out by Cambridge Floors' own team and our invoice has been paid in full.

3.2 The floor is in a residential property and is used for normal domestic purposes. Commercial installations are covered only where agreed in writing.

3.3 The floor has been cared for in line with our Maintenance & Care Guide and the manufacturer's guidance.

3.4 A stable indoor climate has been maintained: room temperature of 16–27°C and relative humidity of 40–55% all year round, using a humidifier or dehumidifier where needed.

3.5 Where there is underfloor heating: the system was commissioned and running for at least 3 weeks before fitting and switched off at least 1 day before; after installation it was brought up gradually (2–3°C per day, starting 4–5 days after

fitting); and the floor surface temperature has never exceeded 27°C.

3.6 You report the fault within 30 days of noticing it, and within the 12-month warranty period.

3.7 No one other than Cambridge Floors has attempted to repair, alter, sand or refinish the affected area.

3.8 Any written advice we gave before fitting (for example about subfloor moisture, levelling or preparation) was followed. Where you chose not to follow it, faults arising from that issue are not covered.

4. What this warranty does not cover

- Natural characteristics of wood: variations in colour, grain, knots and mineral streaks, and colour change caused by sunlight.
- Natural seasonal movement, including small gaps between boards in dry or heated periods, and minor surface checking.
- Manufacturing defects in the flooring product — these are covered by the manufacturer's product warranty.
- Damage from water or moisture: leaks, plumbing failures, flooding, spills left standing, wet mopping, steam mops, or rising damp and subfloor moisture.
- Problems caused by the building or subfloor: structural movement, settlement, subsidence, or defects in a subfloor we did not prepare.
- Scratches, dents, scuffs and wear, including from furniture, castors, pets, high heels, grit or impact.
- Damage from unsuitable cleaning or maintenance products, rubber-backed mats or thick rugs over underfloor heating.
- Underfloor heating operated outside the conditions in section 3.5, or faults in the heating system itself.
- Floors in bathrooms, shower rooms, wet rooms or other areas exposed to standing water.
- Work carried out by other trades after installation (for example kitchen fitters, plumbers or decorators).
- Flooring or materials supplied by the customer, where the fault lies in those materials.
- Removing and refitting kitchens, cabinets, appliances, sanitaryware, fixed furniture or other fixtures to carry out a repair.
- Indirect or consequential losses, such as loss of use or the cost of alternative accommodation, to the extent permitted by law.

5. How to make a claim

5.1 Contact us by email at **info@cambridgefloors.co.uk** or call **01223 735677**.

5.2 Please give your name, address, job or invoice reference and installation date, a short description of the problem and when you first noticed it, and clear photographs (one close-up and one showing the wider area).

5.3 Please give us reasonable access to inspect and carry out any repair, and clear the affected area of furniture and belongings where possible.

6. General

6.1 This warranty starts on the date your installation is completed, as shown on your handover note or invoice, and ends 12 months later. A repair under this warranty does not extend the original warranty period.

6.2 This warranty is personal to the customer named on the invoice and cannot be transferred to a new owner of the property.

6.3 The flooring product is covered separately by its manufacturer's warranty, the terms of which are provided with your product information.

6.4 Nothing in this warranty limits or excludes any liability that cannot be limited or excluded by law, or affects your statutory rights as a consumer.

6.5 This warranty is governed by the law of England and Wales.

WARRANTY CERTIFICATE

Installation Warranty Certificate

Please keep this certificate with your invoice. You will need the details below if you make a claim.

Customer name

Installation address

Job / invoice reference

Flooring product & code

Area installed (m^2)

Rooms / areas

Installation method ☐ Glue-down ☐ Floating ☐ Secret-nailed ☐ Stairs

Underfloor heating ☐ Yes ☐ No

Installation completed on

Warranty expires on 12 months after the completion date

Signed for Cambridge Floors

Name & date

Customer signature

Name & date

At handover we will: walk the finished floor with you; leave any spare boards for future repairs; give you the care guide for your finish; and confirm any underfloor heating start-up instructions. Please keep spare boards dry, flat and in their packaging.

Cambridge Floors T/A Timberzone Wood Flooring Ltd (company number 14249203) and Maestro Brothers Limited (company number 10407047). Questions? Call 01223 735677 or email info@cambridgefloors.co.uk.