PRODUCT WARRANTY

Engineered Flooring Product Warranty

Limited warranty for engineered wood flooring supplied by Cambridge Floors

> Our engineered floors are warranted against defects in manufacture for the periods below, starting from the **date of purchase**. The warranty applies to floors used in dry, residential settings. The warranty for your floor is confirmed on your quotation.

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. Warranty periods

Structural integrity — by overall board thickness

Overall thickness	Structural warranty
20 mm engineered	Lifetime*
18 mm engineered	25 years
14 mm and 15 mm engineered	25 years
10 mm engineered	15 years

Surface finish — by finish type

Finish	Finish warranty
Lacquered (including matt, UV and invisible lacquer)	5 years
Hard wax oiled	2 years
Natural oiled / UV oiled	1 year — an additional coat of oil, applied before or after installation, is required

* Lifetime applies for as long as the original purchaser owns and lives in the home where the floor was installed.

2. What the warranty covers

2.1 **Structural integrity:** the engineered boards, in their original manufactured condition, are free from defects in material and manufacture, including assembly, dimensions and grading.

2.2 **Finish and wear:** the factory finish will not peel off or wear through for the period shown above, from the date of purchase.

2.3 Wood is a natural material that expands and contracts with seasonal changes in temperature and humidity. Small gaps between boards can appear even when a floor has been correctly acclimatised and installed; these are not a defect and are not covered.

3. Inspect before you install

3.1 Each board must be inspected for colour, finish and quality before it is fitted. Boards with visible defects should be set aside or cut out, and we should be told straight away.

3.2 Engineered flooring is graded to accepted industry standards, which allow a defect tolerance of up to 5%. Using filler, stain or a touch-up marker during installation is normal practice.

3.3 **Installation implies acceptance.** Once boards are installed they are treated as accepted for appearance, so appearance-related claims (such as colour, grade or finish) cannot be made after installation. This does not affect your statutory rights.

3.4 Order extra for cutting: 10% for planks, 15% for herringbone and 18% for chevron.

4. Conditions

4.1 The floor was installed according to the installation instructions supplied with the product, using suitable materials, onto a clean, flat, dry and sound subfloor protected from moisture.

4.2 A stable indoor climate is maintained all year round: room temperature of 16–27°C and relative humidity of 40–55%, using a humidifier or dehumidifier where needed. Damage from humidity outside this range — including surface checking from low humidity, and mildew or discoloration from subfloor moisture — is not covered.

4.3 **Underfloor heating:** the system was tested and running for at least 3 weeks before installation and switched off at least 1 day before fitting; full-bond glue-down installation is recommended; after installation the heating 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.

4.4 The floor has been cleaned and protected in line with our Maintenance & Care Guide.

4.5 The warranty is valid in the United Kingdom, applies only to the original purchaser and cannot be transferred.

4.6 A defect must be visible from a normal standing height and affect more than 10% of the room's floor area. Marks that cannot be measured or are only visible from certain angles are not considered defects.

5. What is not covered

- Natural characteristics of wood, such as knots, mineral streaks, grain and colour variation, and differences between samples or photographs and the installed floor.
- Changes in colour caused by sunlight or daylight — many woods lighten or darken naturally over time.
- Indentations, scratches and damage from negligence, water, insects, animals, high-heeled or spiked shoes, or furniture and chairs without protective pads.
- Failure to follow the installation instructions, including failing to protect the floor from subfloor moisture.
- Humidity outside 40–55% or temperature outside 16–27°C, and underfloor heating used outside the conditions in 4.3.
- Inadequate protection, cleaning or maintenance, including wet mopping, steam mops and unsuitable cleaning products.
- Accidents, abuse or misuse, and damage from leaking or burst plumbing, fire, flood or standing water during or after installation.
- Alterations or repairs to the original product.
- Structural movement, settlement of the building, or a subfloor that was not properly levelled.
- Reduction in gloss (this is not wear), and face checking or cracking.
- Floors installed in bathrooms or other wet areas.
- The cost of removing or replacing kitchens, cabinets, appliances, furniture or other fixtures.

6. How to make a claim

6.1 Tell us within 30 days of discovering the defect, and within the warranty period: email **info@cambridgefloors.co.uk** or call **01223 735677**.

6.2 Please provide proof of purchase (invoice or receipt), a description of the problem, and clear photographs or a sample that show it.

6.3 We may need to inspect the floor, and may refer the claim to the manufacturer for assessment.

7. What we will do

7.1 If a claim is accepted for a **structural or manufacturing defect**, we will replace the defective boards free of charge or refund their cost. Installation and labour costs for replacing boards are not included under this product warranty.

7.2 If a claim is accepted for the **surface finish**, the cost of materials and labour to refinish the affected room or rooms will be covered.

7.3 Replacement boards will match the original as closely as possible, but because wood is natural and batches vary, an exact match cannot be guaranteed. Keep a few spare boards from your installation in their packaging.

8. General

8.1 If your floor was fitted by Cambridge Floors, our separate 12-Month Installation Warranty also covers the fitting workmanship.

8.2 No one other than Cambridge Floors may change or extend this warranty.

8.3 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. Subject to this, we are not liable for indirect or consequential loss.

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

> **Please consult a professional if you are unsure how to proceed.** The warranty will not cover flooring installed in a way that does not follow the installation instructions and the conditions above.