



Flooring Warranty

WARRANTY Of 20 YEARS

Our hardwood flooring is guaranteed for 20 years.

The guarantee takes effect from the date shown on the original invoice.

Installation must be completed with respect to all the conditions required in the installation guide.

GUARANTEE CONDITIONS

Products must be stored and/or fitted in the respect of our installation guide.

The guarantee does not apply:

- If faults were apparent but were not pointed out before or during installation, and once installed the parquet cannot be the object of any claim.
- If it results from negligence, some fault in maintenance, from accidental causes, or an act of God.
- In the event of non normal use such as damage caused by heel switches, poor protection of the furniture's foot, animal scratches etc.
- When fitted in a room with direct access outside without providing adapted rugs in order to get rid of stones or any other abrasive substance.
- When installed in any room where water is constantly used, such as a wetroom. Kite floors can be fitted in Kitchens, provided they are maintained with a suitable natural soap. We also recommend an additional coat of maintenance oil is applied to high use areas (see our maintenance guide).
- If faults occur due to exposure to a corrosive substance, such as animal urine.
- If faults encountered are linked to climatic conditions, and would not have occurred if the air hygrometrics (40 to 65%) had been regulated using a humidifier or a dehumidifier and using appropriate ventilation.
- When fitted on underfloor heating that is older than 1990, or if an underfloor heating system reaches above 27 degrees.
- Where you have carried out repairs or had the products repaired by a third party without agreement from supplier/vendor.

The guarantee covers any deformation or alteration of the parquet that might appear, provided that all our recommendations concerning the storage, preparation of the subfloor, installation and maintenance have been strictly observed, and provided that the hardwood floor has been used in the conditions it has been designed for. A fitted product is considered as accepted and no claim can be issued afterwards.

Kite Flooring,
Showroom - % Kent and London, 5 Hackney Road London, E2 7AX

Fitting Warranty

Our fitting warranty is guaranteed for 12 months after installation.

The guarantee takes effect from the date of the first day of installation.

GUARANTEE CONDITIONS

As per our flooring warranty,

The guarantee does not apply:

- If faults were apparent but were not pointed out before or during installation, and once installed the parquet cannot be the object of any claim.
- If it results from negligence, some fault in maintenance, from accidental causes, or an act of God.
- In the event of non normal use such as damage caused by heel switches, poor protection of the furniture's foot, animal scratches etc.
- When fitted in a room with direct access outside without providing adapted rugs in order to get rid of stones or any other abrasive substance.
- When installed in any room where water is constantly used, such as a wetroom. Kite floors can be fitted in Kitchens, provided they are maintained with a suitable natural soap. We also recommend an additional coat of maintenance oil is applied to high use areas (see our maintenance guide).
- If faults occur due to exposure to a corrosive substance, such as animal urine.
- If faults encountered are linked to climatic conditions, and would not have occurred if the air hygrometrics (40 to 65%) had been regulated using a humidifier or a dehumidifier and using appropriate ventilation.
- When fitted on underfloor heating that is older than 1990, or if an underfloor heating system reaches above 27 degrees.
- Where you have carried out repairs or had the products repaired by a third party without agreement from supplier/vendor.

The guarantee covers any deformation or alteration of the parquet that might appear, as a direct consequence of a floor fitting error.

Please note, if Kite Designs Ltd, has undertaken moisture prevention measures, as a consequence of discovering excess moisture within the property, we cannot be held liable for the failure of these measures. For a guarantee on this you should consult a damp proof specialist.

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IN CASE OF A CLAIM

If any fault is detected, you must immediately contact Kite on info@kite-flooring.com and send them the original invoice.

We reserve the right to visit and inspect the flooring at the installation site.

For product costs;

-Any other costs other than the ones of the pack itself cannot be taken into account (transport cost etc...) . If your claim is justified, we will replace the defective product according to the following rules:

-In the case of removal of the goods and installation, a separate invoice must be presented.

-The depreciation of the floor will be proportional to the number of years of use reported in the warranty period.

-The refund value will be based on the purchase price minus a discount for depreciation per year calculated from the date of acquisition.

-An exchange involves supplying a length in metres equivalent to the defective part, and does not involve a financial reimbursement under any circumstances. **In other words, the warranty covers only costs related to material and not removal or installation of the floor.**

For fitting costs;

-Kite Designs will cover both the cost of the replacement product, and also the fitting costs.

This guarantee is strictly personal, and cannot be transferred.