

# Product and Fitting Warranty

Choosing a floor made painless.

A well-made wood floor, looked after properly, will outlast most kitchens, most cars and quite a few marriages. So we back ours for 20 years, and our fitting for 12 months. Here's exactly what that covers, what it doesn't, and what you need to do to keep it valid. No small print hiding at the bottom.

## At a glance

|                   | Product warranty                                                                                     | Fitting warranty                                    |
|-------------------|------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| What it covers    | Manufacturing defects in the boards                                                                  | Our workmanship                                     |
| How long          | 20 years from the invoice date (10 years on stair treads and risers; 5 years in commercial premises) | 12 months from the first day of fitting             |
| Who it applies to | Every Kite floor                                                                                     | Full Service jobs fitted by Kite's own team         |
| What we'll do     | Replace the affected boards                                                                          | Put the work right, including materials and fitting |

## 1. Who gives this warranty

This warranty is given by Kite Designs Ltd, trading as Kite Flooring. Our company number is 12138377, and our registered office is C/O Wilson Partners Limited, Tor, Saint-Cloud Way, Maidenhead, Berkshire, SL6 8BN. Our showroom is at 5 Hackney Road, London E2 7NX. Email us at [info@kite-flooring.com](mailto:info@kite-flooring.com).

## 2. Your legal rights

This warranty is **in addition to** your legal rights, not instead of them. Nothing in it reduces your rights under the Consumer Rights Act 2015. That includes the right to a repair, replacement or refund if goods are faulty or work isn't carried out with reasonable care and skill. Citizens Advice can tell you more about those rights.

## 3. Product warranty: 20 years

- 1 Our wood flooring is warranted for 20 years from the invoice date against manufacturing defects that cause the boards to deform or fail structurally.
- 2 It covers floors in homes in the UK. Floors in commercial premises are covered for 5 years from the invoice date.

- 3 It covers the flooring. It doesn't cover the cost of lifting and refitting the floor, unless the problem is also a fitting fault covered by section 4.
- 4 Stair cladding, including StairFlow, is covered for 10 years from the invoice date. Stairs take far more concentrated wear than a floor, so they get a shorter term.

## 4. Fitting warranty: 12 months

- 1 If your floor was fitted by Kite's own team (our **Full Service** option), our workmanship is warranted for 12 months from the first day of fitting.
- 2 This includes our workmanship on sanding and restoration. It doesn't cover the condition of existing boards we're asked to restore.
- 3 If you chose our **Vetted Fitter Introduction**, your 12-month fitting warranty is given by the fitter, not by Kite. With **Supply Only**, fitting is arranged by you and isn't covered by Kite. Either way, the 20-year product warranty still applies.

## 5. Looking after your floor

Most wood floor problems aren't caused by the wood. They're caused by the room it lives in. Both warranties depend on the floor being stored, fitted, used and maintained as below, and as set out in section A6 of our Terms and Conditions.

| What               | What your floor needs                                                                                                                                                             |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Humidity           | 40–65% relative humidity, all year round. Use a humidifier or dehumidifier if needed.                                                                                             |
| Room temperature   | 18–24°C                                                                                                                                                                           |
| Before fitting     | 72 hours to acclimatise in, or near, the room. The site must be sealed, the heating on and wet trades dry.                                                                        |
| Underfloor heating | Floor temperature never above 27°C, as recorded by a FidBox. Warm up by no more than 2°C a day. The system must be installed and commissioned to its manufacturer's instructions. |
| Fitting            | In line with our guidance and BS 8201:2011, with an expansion gap (typically 8mm) kept clear.                                                                                     |
| Cleaning           | Our recommended maintenance products, such as Ciranova's. No steam mops, bleach or harsh cleaners.                                                                                |
| Protection         | Felt pads under furniture, mats at external doors, and re-oiling of busy areas when we advise.                                                                                    |

**We strongly recommend a FidBox.** It sits under your floor and records the temperature and humidity every 8 hours. If conditions drift out of the safe range, it tells you before your floor does. If there's ever a question about a claim, it's the quickest way to show the floor has been looked after. You can buy one from Kite.

## 6. What isn't covered

Wood is a natural material, and some of what it does is normal, not a fault. The warranty doesn't cover:

- 1 **Natural character:** variation in colour, grain and knots; colour change from sunlight or under rugs; and differences from samples or photos.

- 2 **Seasonal movement:** small gaps between boards in dry months, slight cupping in humid months, and creaking in floated floors.
- 3 **Bowed boards:** a bow of up to 25mm along a board. It lies flat when fitted in a random staggered pattern.
- 4 **Visible faults fitted anyway:** faults you could see before fitting that weren't reported before the boards went down. Fitting accepts how the boards look. Hidden defects are still covered.
- 5 **Wear:** normal wear and tear, and wear of the oil finish. The finish needs maintaining, like the paint on a front door.
- 6 **Marks and damage:** scratches, dents and marks from heels, furniture, pets, grit or dropped objects. Damage from accidents, floods, leaks, pet urine or other corrosive substances, or natural disasters.
- 7 **Wet areas:** wet rooms and other constantly wet areas. Kitchens are covered if cleaned with our recommended products.
- 8 **The wrong conditions:** damage caused by conditions outside section 5, or by the failure of moisture treatments or damp-proofing. We carry out moisture treatments regularly, but we can't warrant them. For that you need a specialist damp company.
- 9 **Other people's work:** damage by other trades, or repairs by anyone else without our written approval.
- 10 **Decoration:** including filling and painting around refitted skirting boards.

## 7. How to make a claim

- 1 Email [info@kite-flooring.com](mailto:info@kite-flooring.com) within 30 days of noticing the problem. Include your invoice, photos, a short description and any FidBox readings.
- 2 We'll acknowledge your claim within 5 working days, and we may arrange to inspect the floor. Please don't have any remedial work done before we've inspected it, or we may not be able to assess the claim.
- 3 We'll give you our decision in writing, normally within 14 days of the inspection.

## 8. What we'll do

- 1 **Product claims:** we'll replace the affected boards with the same flooring, or the closest equivalent if it's no longer made, for the same area. The value of the replacement flooring is reduced by 5% for each full year since the invoice date. This never reduces your legal rights (section 2).
- 2 **Fitting claims:** we'll put the faulty work right, including any replacement materials and the cost of fitting them.

## 9. Transfer

This warranty is personal to the original customer named on the invoice and can't be transferred, including to a new owner if you sell your home.