



30 Year Product Warranty - Click Flooring

This flooring product comes with a manufacturer Limited Wear Warranty. The warranty applies to the original purchaser against manufacturing defects within the flooring.

Full warranty details for all products are available at multipanel.co.uk/about-multipanel/30-year-warranty/.

Grant Westfield offers a reducing 30 year wear warranty that Multipanel® Click will not wear-out under normal domestic household foot traffic. Wear-out means the removal of pattern and colours from the floor. In the event of a successful claim under your Multipanel® Click guarantee we will replace the necessary amount of flooring, but will only consider any claims for consequential costs under exceptional circumstances where a defective plank / tile prohibits ordinary use of the surrounding area.

This guarantee does not cover failure of the product due to:

- Incorrect/Faulty installation
- Installation in a wet room, conservatory installation/sunroom, external, motorhome/boat or other RV
- Incorrect maintenance and cleaning
- Damage or misuse
- Damage from underfloor heating
- Damage from underlay having been used
- Prolonged exposure to direct sunlight

Prior to installation the following checks should be carried out and any queries reported, as claims of this nature will not be covered (Note - fitting is acceptance of the product having arrived in good condition):

- Colour matching and sheen levels between different planks of the same finish.
- Note. A degree of variation is normal on wood grain planks and some marble tiles to ensure an authentic effect.
- If flooring is to be fitted by a tradesman - colours should be approved by the customer.
- Flooring must be left to condition at room temperature for 48 hours prior to installation.
- No damages have been observed prior to installation commencing.
- Flaws or defects in laminate - although unlikely.

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded. Grant Westfield reserve the right to change Multipanel® Click decor and sizes. We hope that you are fully satisfied with the Multipanel® product you have purchased and that you will return to Multipanel® for all your further wall/flooring lining requirements.

Multipanel® 30 Year warranty is backed by Norcross Group (Holdings) Ltd T/A Grant Westfield.

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Multipanel® is part of Norcross Group (Holdings) Ltd T/A Grant Westfield

