

# XYLO FLOORING

## Xylo Flooring Lifetime Warranty

Xylo Flooring has been manufacturing wooden floors of the highest quality for more than 40 years and are very proud of their products. Provided they are cared for in accordance with our maintenance program, Xylo Flooring will cover your floor with a comprehensive Lifetime wear warranty for its Engineered & Multi-Layer products. Due to the distinctive 3-6mm wear layer these products can be sanded and re-sealed several times.

This warranty is in addition to the rights enjoyed by the customer in accordance with current national consumer legislation and without prejudice to statutory implied conditions and warranties.

1. The warranty applies to the pre-finished wooden flooring supplied in Xylo Flooring original packaging. The guarantee applies to floors installed in homes on condition that Xylo Flooring installation, care and maintenance instructions for the floor have been adhered to throughout the warranty period.
2. The warranty covers wearing through of the wear layer of the boards. The surface treatment and the entire layer of hardwood form the make-up of the 'wear layer'.
3. The warranty does not apply in the case of lack of or insufficient maintenance, spot wear, scratches, negligent use, or use contrary to Xylo Flooring installation, care and maintenance instructions, other neglect damage or special circumstances which can be attributed to the end user.

Instructions with regard to laying, care and maintenance are enclosed with the product when it is delivered. If the instructions are lost, a new copy can be obtained directly from Xylo Flooring, or the nearest dealer.

4. The warranty is valid from the date of purchase.
5. Xylo Flooring will remedy faults for which it is responsible, as specified above free of charge by repairing the fault or supplying a new product at its own discretion. If the product sold cannot be manufactured any longer or is no longer in stock, Xylo Flooring reserves the right to supply an alternative product of similar specification.

The warranty does not cover any costs arising as a result of interference caused by the dismantling or installation of any replacement materials. Nor any other costs for damage, which may arise in connection with the appearance of the fault.

Xylo Flooring is not responsible for any damage occurring either directly or indirectly or consequential losses arising from faults, which are covered by the warranty. In no event shall Xylo Flooring be liable under this warranty for any claim other than the price paid by the customer for the product.

Nothing in this Section 5 shall be regarded as in any way limiting or excluding any liability Xylo Flooring may have to the customer under any relevant statutory regulations concerning product liability.

6. Complaints in respect of faults which are covered by the warranty must be sent in writing to the supplying Xylo Flooring dealer without delay, within 30 days from the time the fault is first noticed.  
If a complaint is not made within this period, the Xylo Flooring warranty obligation will lapse. The warranty certificate, proof of purchase and a photograph of the damage, should accompany the complaint.

## Quality that will last ... That's not a promise, it's a guarantee!

How long will a wooden floor last? Not even an expert can be sure just by looking at it. But now you can be sure with Xylo Flooring. No one gives you a more comprehensive guarantee than we do. That's because there is only one way to manufacture wooden flooring with the quality that Xylo Flooring insist upon.

Hundreds of people and thousands of eyes scrutinize each piece of wood that goes into a Xylo Floor. They select the trees in the forests, guide the saw blades in our mills, and examine each board to find the perfect raw materials. Every inch of flooring is inspected before it is delivered. Of course, we have high-tech machinery – but we still rely on the human eye to ensure the qualities that make Xylo Flooring unique. People like ourselves that have been working with timber for generations, are not as tolerant as Mother Nature. We know that the natural fibres in wooden flooring cannot be allowed to swell and shrink with the changing seasons as they do in the forest. That is why we bond layers of real wood at right angles to one another to build wooden flooring that will keep its shape in all weathers, all year round.

The adhesives used in the joints and the lacquers and oils used in the finishing process, have been gradually perfected over the years, but it is still the expert eyes of hundreds of experienced men and women, in selecting and inspecting the raw materials that ensure Xylo Flooring is of the very finest quality.

And that's not a promise – it's a guarantee.

