

# QUICK-STEP®

## TERMS & CONDITIONS FOR LIFETIME INSTALLATION WARRANTY (Domestic)

### Limit of Liability

The lifetime installation warranty covers the cost of remedying the defective workmanship upto the value of £2000. Subject to this the homeowner remains liable to pay the QUICK-STEP® Master Installer or retailer for the initial work carried out unless otherwise agreed.

### Essential Information

The QUICK-STEP® Master Installer has been trained and accredited to ensure your floor has been installed professionally & to the highest level, there are some exceptions to this which we detail below.

- The Job Completion and Installation Warranty Activation Form must be completed and returned to the Academy For Excellence in flooring within 28 days of the flooring installation being completed.
- The QUICK-STEP® Master Installer warranty cannot be retrospectively applied following problems arising after the 28 day period has elapsed.
- It is the consumers responsibility to ensure the QUICK-STEP® Master Installer warranty form is returned in the timescales stipulated.
- The Installer must be trained, assessed and endorsed as a master installer in the category of flooring being installed. ***E.g. a QUICK-STEP® Master Installer in Laminate is not qualified or warranted to install QUICK-STEP® Livyn flooring.***
- A retailer displaying QUICK-STEP® Master Installer does not imply all installers have attended and passed the training and testing required. It is therefore the responsibility of the consumer to confirm with the retailer that the appointed installer is accredited as a QUICK-STEP® Master Installer.
- Problems arising from Sub floor problems & preparation is exclusively excluded from the QUICK-STEP® Master Installer warranty. Should preparation be required the consumer should ensure that the installer is suitably trained in this area.
- If you ask the QUICK-STEP® Master Installer, retailer or estimator not to follow the manufacturers product installation instructions for whatever reason and they are prepared to undertake the work on that basis, the QUICK-STEP® Master Installer Installation Warranty will immediately become Null & Void.
- The QUICK-STEP® Master Installer, Retailer or estimator ultimately decides if the QUICK-STEP® Master Installer warranty is to be applied to the product and site the flooring is to be installed. It is therefore the consumers responsibility to ensure the Warranty will be applied and a QUICK-STEP® Warranty application form is completed and left with said consumer for submission to QUICK-STEP®.
- The QUICK-STEP® Master Installer warranty applies only to QUICK-STEP® branded products.
- You are strongly advised that QUICK-STEP® solutions (accessories) should always be used in conjunction with QUICK-STEP® Laminate, Parquet & Livyn Vinyl. Problems arising from using third party accessories are excluded from the QUICK-STEP® Master Installer warranty.
- Commercial applications regardless of operation are excluded from any QUICK-STEP® Master Installer Warranty.

# QUICK-STEP®

## TERMS & CONDITIONS FOR LIFETIME INSTALLATION WARRANTY (Domestic)

### Complaints Procedure

In the unlikely event that you have a complaint which you believe is covered by the QUICK-STEP® installation warranty then in the first instance this must be raised with the QUICK-STEP® Master Installer.

- The QUICK-STEP® Master Installer is required to resolve the complaint directly with you. If this is not possible you can lodge an official complaint by calling the customer service department on 0161 877 6955 or email [info@quick-step-academy.co.uk](mailto:info@quick-step-academy.co.uk)
- If required QUICK-STEP® will mediate between the consumer and Master Installer in attempts to ensure the complaint is resolved in a timely and professional manner. If this fails and you are still dissatisfied QUICK-STEP® reserve the right to inspect insitu in the presence of the QUICK-STEP® Master Installer and Home Owner to investigate and agree a corrective course of action.
- Any such Inspection can be either directly or by utilising an independent company, the QUICK-STEP® Master Installer and Home Owner are bound by the findings and if required undertake remedial action.
- The warranty does not cover a breakdown in relationship between the QUICK-STEP® Master Installer and the Customer. It is the responsibility of both parties to attempt to resolve such disputes. QUICK-STEP® are prepared to mediate and attempt to resolve the complaint. Subject to the circumstances QUICK-STEP®, at their discretion may appoint and agree a specification to be undertaken by another QUICK-STEP® Master Installer.
- Any reports compiled are circulated to both parties and can be used by either party to assist in any further action they may need to take.
- If this course of action fails, the Home Owner or QUICK-STEP® Master Installer is not satisfied with the findings and recommendations, QUICK-STEP® reserve the right work with an independent body to assist in resolving any genuine complaint.
- The home Owner also has the right to use an independent company to inspect the installation and compile a report based on their findings, the contents of such a report would be considered by QUICK-STEP® Technical Department.
- Any costs associated with the utilisation of Independent inspection companies are borne by the instructing party unless the fault is due to the QUICK-STEP® products being used in the particular instance.