OFFICIAL GUARANTEE DOCUMENT

Lifetime Installation Guarantee Full Terms & Conditions

Professionally installed. Built to last. Backed by our workmanship promise.

Applies to qualifying residential flooring installations only. Commercial and industrial projects are excluded from this voluntary guarantee.

This guarantee is provided in addition to your statutory rights. It is not a substitute for the quotation, installation specification or contract agreed for an individual project.

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Our Lifetime Workmanship Promise

Important: Please read these terms alongside your written quotation and installation specification before accepting work. The £199 voluntary guarantee inspection conditions are detailed in Section 9.

Professionally installed. Built to last. Backed by our workmanship promise.

At London Flooring Fitters™, we take pride in the quality of our flooring installations, from the initial subfloor assessment and preparation through to the final finishing details.

We believe that a professionally installed floor should deliver lasting performance when the correct materials, preparation methods and installation procedures are followed.

That is why we offer our **Lifetime Installation Guarantee** on qualifying residential flooring installations.

Our guarantee covers eligible defects directly attributable to our installation workmanship, including qualifying subfloor preparation completed by us.

If it's our workmanship, we put it right.

Our Lifetime Installation Guarantee is a voluntary guarantee provided in addition to your statutory rights.

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1. Who Qualifies for Our Lifetime Installation Guarantee?

Our Lifetime Installation Guarantee is available exclusively for qualifying residential flooring installations completed by London Flooring Fitters™.

To qualify:

- The installation must be at a domestic residential property.
- The work must be commissioned by a residential customer for private, domestic use.
- London Flooring Fitters™ must undertake the complete qualifying subfloor preparation and flooring installation system identified in the agreed specification.
- All preparation and installation work must comply with the applicable manufacturer's requirements and recognised industry standards.
- The installation must be fully completed and handed over.
- The installation must be expressly confirmed as qualifying for the Lifetime Installation Guarantee within the quotation, contract or guarantee confirmation.

The Lifetime Installation Guarantee does not apply to commercial or industrial flooring projects.

The guarantee is provided to the original residential customer and is not automatically transferable upon the sale or transfer of the property.

The guarantee applies to eligible installations in London and the South East of England, at the installation address recorded in the original contract.

Additional exclusions from eligibility

Unless expressly agreed in writing, the Lifetime Installation Guarantee does not apply to:

- Fitting-only installations.
- Preparation-only services.
- Repairs or partial flooring works.
- Flooring installed over existing preparation completed by others.
- Projects where required subfloor preparation has been declined.
- Installations where third-party preparation prevents London Flooring Fitters™ from taking responsibility for the complete flooring system.
- Commercial, industrial or business-use installations.

Work that does not qualify for this additional guarantee remains subject to applicable statutory rights and contractual obligations.

2. Complete Subfloor Preparation and Installation Requirements

Our Lifetime Installation Guarantee only applies where London Flooring Fitters™ has undertaken the full preparation and installation system required for the specific project.

The exact system will depend on the substrate, flooring product, site conditions and manufacturer's installation requirements.

Stage 1. Subfloor Assessment

Where appropriate to the project, we assess the existing substrate to determine its suitability for the proposed flooring system.

This may include:

- Visual inspection of the existing substrate.
- Identification of visible cracks, contamination or surface defects.
- Assessment of substrate stability.
- Appropriate moisture testing.
- Identification of necessary preparation works.
- Assessment of existing timber, plywood, concrete or screed.
- Review of suitable primers, adhesives and preparation products.

The extent of inspection and testing will depend on what is reasonably necessary for the particular project.

Stage 2. Damp-Proof Membrane (DPM)

Where required by the substrate conditions and specified installation system, an appropriate damp-proof membrane must be supplied and installed by London Flooring Fitters™.

This may include:

- Appropriate substrate preparation.
- Application of compatible moisture-control products.
- Installation in accordance with manufacturer requirements.
- Observance of specified application and curing conditions.

A DPM is not automatically required for every flooring installation.

Where a DPM is necessary for an installation to qualify, it must form part of the preparation system completed by us.

Stage 3. Priming and Smoothing Compounds

Where required, London Flooring Fitters™ must undertake the appropriate priming, smoothing or self-levelling preparation.

This may include:

- Removal of unsuitable surface contamination.
- Appropriate mechanical preparation.

- Application of compatible primers.
- Installation of suitable smoothing compounds.
- Application of self-levelling or fibre-reinforced compounds where specified.
- Appropriate curing and drying periods.

Preparation products must be suitable for the substrate and flooring system.

Stage 4. Plywood and Timber Subfloor Preparation

Where the installation requires plywood or timber preparation, the necessary work must be carried out by London Flooring Fitters™.

This may include:

- Assessing the existing timber substrate.
- Securing suitable loose floorboards.
- Carrying out specified localised timber preparation.
- Supplying and installing appropriate flooring-grade plywood.
- Using suitable fixings and installation methods.
- Preparing plywood joints and fixing points.
- Applying compatible preparation products where required.

Structural timber and joist repairs are not automatically included unless expressly identified in the agreed scope.

Stage 5. Final Flooring Installation

The finished floor covering must be installed by London Flooring Fitters™ using the appropriate installation methods and specified materials.

This may include:

- Approved flooring adhesives.
- Correct spreading and installation procedures.
- Appropriate setting, working and curing times.
- Rolling where required.
- Correct expansion and movement allowances.
- Suitable trims and thresholds.
- Welding, cap and cove or other finishing details where specified.

Qualifying installation examples

Concrete or Screed Subfloor

Subfloor assessment → Moisture assessment → DPM where required → Primer → Smoothing compound → Flooring installation.

Timber Subfloor

Subfloor assessment → Necessary timber preparation → Flooring-grade plywood where required → Appropriate preparation → Flooring installation.

Written installation specification

The agreed quotation or installation specification will identify the preparation considered necessary for the installation.

Where reasonably practicable, it will also identify any existing substrates, materials or preparation completed by others that are being retained.

If a customer declines recommended preparation, the decision and any reasonably foreseeable risks should be recorded in writing.

Where essential preparation is declined, the installation may not qualify for the voluntary Lifetime Installation Guarantee.

This does not exclude our responsibility to exercise reasonable care and skill in inspecting, recommending or carrying out the work.

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3. What Does Our Lifetime Installation Guarantee Cover?

Our Lifetime Installation Guarantee covers defects directly attributable to eligible workmanship carried out by London Flooring Fitters™.

This includes qualifying preparation and installation work completed as part of the agreed flooring system.

Covered defects may include:

- Incorrect installation techniques carried out by us.
- Failure caused by our installation workmanship.
- Adhesive bonding failure directly attributable to incorrect installation by us.
- Incorrect application of a DPM installed by us.
- Smoothing compound failure caused by our preparation or application.
- Incorrectly installed plywood supplied and fitted by us.
- Movement caused directly by incorrect plywood installation.
- Incorrect floor covering fitting methods.
- Incorrectly formed flooring joints.
- Defective welding carried out by us.
- Defective cap and cove workmanship.
- Incorrectly installed trims and finishing details included in our works.
- Other installation defects directly resulting from a failure to exercise reasonable care and skill.

The nature and extent of any defect will be assessed using the available installation records, technical information, site evidence and, where necessary, appropriate inspection or testing.

If an eligible installation fails because of our workmanship, we will put it right.

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4. What Is Not Covered?

Our Lifetime Installation Guarantee covers qualifying installation workmanship.

It is not a general insurance policy against damage, product deterioration, building defects or circumstances outside our responsibility.

The following exclusions apply only to the extent that the relevant circumstance caused or contributed to the failure, and do not exclude liability for our own defective workmanship or any statutory rights that cannot legally be restricted.

4.1 Water, Damp and Moisture

The voluntary guarantee does not cover damage or failure caused by external or subsequent water and moisture-related events, including:

- Flooding.
- Burst pipes.
- Plumbing leaks.
- Appliance leaks.
- Roof leaks.
- Water entering through walls, doors or windows.
- Rising damp originating outside the specified flooring system.
- Hydrostatic pressure beyond the design limitations of the installed system.
- Failure of existing building damp-proof courses.
- Failure of existing waterproofing systems.
- Moisture ingress from adjoining structures.
- Subsequent changes in moisture conditions beyond the specified system's performance limits.
- DPM systems installed by others.

Important: Where a DPM has been installed by London Flooring Fitters™, any failure directly attributable to our defective DPM installation workmanship remains covered.

This exclusion does not remove our responsibility for moisture assessment or preparation that should reasonably have been undertaken within the agreed project.

4.2 Plasticiser Migration and Chemical Discolouration

Plasticiser migration, staining, discolouration or chemical interaction caused by external or incompatible materials is excluded, unless the issue is directly attributable to material selection, preparation or workmanship for which London Flooring Fitters™ is responsible.

Examples include:

- Rubber-backed mats.
- Rubber furniture feet.
- Rubber wheels and castors.
- Vehicle tyres.
- Entrance matting.
- Existing bitumen or asphalt residues.
- Historic adhesives.
- Contaminants.
- Sealants.
- Cleaning chemicals.
- Protective coverings.

- Furniture and equipment.
- Other incompatible products placed in contact with the floor.

Where we incorrectly select or apply an incompatible material as part of our installation, any resulting workmanship-related failure remains eligible for consideration under the guarantee.

4.3 Structural and Subfloor Movement

The guarantee does not cover damage or failure caused by building or structural movement unrelated to our workmanship, including:

- Building settlement.
- Subsidence.
- Structural movement.
- Concrete or screed cracking.
- Timber movement.
- Joist deflection.
- Structural weakness.
- Cracking originating beneath the prepared flooring system.
- Movement affecting existing substrates.
- Building alterations undertaken after installation.
- Movement joints or structural joints that subsequently move beyond the flooring system's design capability.

Where the issue results from our failure to identify, accommodate or correctly prepare for a condition that a competent flooring contractor should reasonably have addressed, this exclusion will not remove our applicable liability.

4.4 Hidden or Latent Subfloor Defects

Our voluntary guarantee excludes genuinely concealed subfloor defects that could not reasonably have been discovered through the inspection and testing appropriate to the project.

Examples may include:

- Concealed structural deterioration.
- Hidden cracks.
- Undetectable historic contamination.
- Concealed weak or friable substrate.
- Defective historic repairs.
- Hidden structural timber deterioration.
- Concealed moisture-related defects.
- Hidden substrate delamination.
- Previously concealed building defects.

This exclusion only applies where the defect could not reasonably have been identified through the checks that a competent flooring contractor should perform for that particular installation.

It does not exclude liability for inadequate assessment, unsuitable preparation or failure to take reasonable care.

4.5 Subfloor Preparation Carried Out by Others

The Lifetime Installation Guarantee normally requires London Flooring Fitters™ to be responsible for the complete qualifying preparation and installation system.

Work undertaken by others may include:

- Screed installation.
- DPM installation.
- Priming.
- Smoothing compounds.
- Self-levelling compounds.
- Plywood installation.
- Timber floor preparation.
- Existing floorboard repairs.
- Subfloor patching.
- Retained existing flooring.
- Other substrate preparation.

Where those works form part of the qualifying system but have been completed by others, the project will not ordinarily qualify for the voluntary Lifetime Installation Guarantee unless an exception is expressly agreed in writing.

Where an exception is agreed, the scope of our responsibility will be confirmed in writing.

London Flooring Fitters™ remains responsible for its own workmanship and any statutory duties applicable to the services it provides.

4.6 Plywood and Timber Subfloors

The guarantee does not cover timber-related damage caused by:

- Existing structural timber movement.
- Joist movement or deflection.
- Rotten or deteriorated timber.
- Structural weakness beneath the prepared surface.
- Excessive movement originating beneath installed plywood.
- Subsequent water damage to timber.
- Plywood installed by others.
- Alterations to the timber floor after installation.
- Timber defects that could not reasonably have been identified during appropriate inspection.

Where London Flooring Fitters™ has supplied and installed plywood, defects directly attributable to our plywood installation workmanship remain covered.

4.7 Existing Flooring and Retained Substrates

Where flooring is installed over an existing floor covering, adhesive layer, screed or other retained substrate, the performance of that existing material cannot automatically be guaranteed.

Failures originating solely from retained materials or preparation not completed by us are outside the voluntary workmanship guarantee, unless expressly agreed otherwise.

This does not exclude liability where we should reasonably have identified that the retained substrate was unsuitable or where our installation method caused the failure.

4.8 Product and Manufacturing Defects

The Lifetime Installation Guarantee relates to qualifying installation workmanship and does not independently guarantee the manufacture or long-term performance of flooring products.

Product-related issues may include:

- Manufacturing defects.
- Delamination.
- Product dimensional instability.
- Surface coating failure.
- Wear-layer failure.
- Product discolouration.
- Product deterioration.
- Defective flooring planks, tiles or sheets.
- Batch-related manufacturing variations.

These may be covered by the manufacturer's warranty.

Where flooring products are supplied by London Flooring Fitters™, any applicable statutory rights relating to those goods remain unaffected.

4.9 Customer-Supplied Flooring and Materials

Where customers supply their own flooring or installation materials, our voluntary workmanship guarantee does not cover defects inherent in those products, including:

- Manufacturing defects.
- Incorrect or unsuitable products.
- Insufficient materials.
- Damage occurring before installation.
- Incorrect storage before delivery or fitting.
- Batch inconsistencies.
- Shade variation.
- Product defects unrelated to our workmanship.

Where an obvious defect or incompatibility should reasonably be identified before installation, we will bring it to the customer's attention.

We remain responsible for carrying out any agreed installation services with reasonable care and skill.

4.10 Colour, Pattern and Batch Variation

Flooring products may naturally vary in:

- Colour.

- Shade.
- Grain.
- Pattern.
- Texture.
- Sheen.
- Manufacturing batch.

Normal variations consistent with the manufacturer's product specification are not installation defects.

We cannot guarantee an exact colour or batch match where future repairs are necessary because products may age, change colour or be discontinued.

This exclusion does not cover an unreasonable failure to follow the agreed specification or properly inspect materials before fitting.

4.11 Underfloor Heating

Damage caused by incorrect use, operation or subsequent alteration of underfloor heating is excluded where unrelated to our workmanship.

This may include:

- Incorrect commissioning.
- Excessive operating temperatures.
- Rapid temperature changes.
- Heating system malfunctions.
- Failure to observe manufacturer temperature limits.
- Subsequent heating alterations.
- Failure to follow heating guidance.

Where heating-related flooring failure is directly caused by our incorrect installation or failure to follow applicable installation requirements, our workmanship remains covered.

4.12 Temperature, Humidity and Environmental Conditions

The guarantee does not cover damage caused by environmental conditions outside the limits appropriate to the installed flooring system, including:

- Excessive heat.
- Excessive cold.
- High humidity.
- Very low humidity.
- Inadequate ventilation.
- Extreme temperature changes.
- Prolonged direct sunlight causing deterioration.
- Conditions exceeding manufacturer recommendations.

This applies where the conditions caused the failure and were not attributable to our defective workmanship or failure to give appropriate installation advice.

4.13 Acclimatisation

Some flooring materials require specific acclimatisation periods and site conditions.

Where this is required, appropriate conditions must be provided.

Failures arising from customer or third-party interference with the required acclimatisation process may be excluded.

This includes circumstances where acclimatisation was:

- Declined despite written advice.
- Interrupted by others.
- Affected by unsuitable site conditions.
- Prevented by circumstances outside our reasonable control.

We remain responsible for following manufacturer requirements and exercising reasonable care when determining whether installation should proceed.

4.14 Early Traffic, Drying and Curing

Primers, DPM systems, smoothing compounds, adhesives and other installation products may require specified curing or drying periods.

Damage resulting from premature use or interference is excluded where caused by:

- Walking on the floor before the advised time.
- Heavy traffic during curing.
- Moving furniture too early.
- Moving appliances across uncured flooring.
- Wet cleaning before the recommended period.
- Other contractors accessing restricted areas.
- Disturbance of preparation products.
- Failure to maintain advised curing conditions.

London Flooring Fitters™ will provide appropriate information about any necessary restrictions following installation.

4.15 Furniture, Equipment and Heavy Loads

Damage caused by inappropriate furniture use, movement or loading is excluded.

Examples include:

- Dragging furniture.
- Heavy appliances.
- Unprotected castor chairs.
- Wheeled equipment.
- Machinery.
- Excessive point loads.
- Unsuitable furniture feet.
- Heavy equipment placed beyond flooring design limitations.

- Failure to use suitable protective pads.

Ordinary domestic furniture use within the flooring manufacturer's recommendations is not, by itself, grounds for exclusion.

4.16 Cleaning and Maintenance

Customers are responsible for reasonable cleaning and maintenance in accordance with the flooring manufacturer's recommendations.

Damage caused by unsuitable cleaning methods may include:

- Incorrect chemicals.
- Solvents.
- Abrasive products.
- Unsuitable bleach or chemical treatments.
- Steam cleaning where prohibited.
- Excessive standing water.
- Abrasive machinery.
- Failure to follow essential maintenance instructions.

A maintenance issue will only exclude a claim to the extent that it caused or materially contributed to the defect.

4.17 Accidental Damage and Misuse

The workmanship guarantee does not cover accidental damage or misuse, including:

- Scratches.
- Cuts.
- Dents.
- Burns.
- Staining.
- Heavy impacts.
- Malicious damage.
- Pet damage.
- Fire or smoke damage.
- Flood damage.
- Damage caused by misuse.

These exclusions do not apply to defects independently caused by our installation workmanship.

4.18 Work by Other Contractors

Where another contractor alters, repairs, cuts, drills through, removes or interferes with the flooring or subfloor preparation, damage resulting from that interference is excluded.

This may involve:

- Builders.
- Plumbers.
- Electricians.

- Kitchen installers.
- Joiners.
- Decorators.
- Heating engineers.
- Flooring contractors.
- Furniture installers.
- Other tradespeople.

Interference may involve flooring, adhesives, DPM systems, smoothing compounds, plywood, welded seams, trims or other installed components.

Only defects or damage caused or materially affected by the interference will be excluded.

Unrelated workmanship defects remain eligible for consideration.

Where emergency work is necessary to prevent injury or further property damage, customers may proceed with reasonable protective measures.

Where practicable, photographs should be taken before any flooring or preparation is disturbed.

4.19 Normal Wear and Tear

The Lifetime Installation Guarantee is not a lifetime product wear guarantee.

It does not cover normal deterioration resulting from ordinary use, including:

- Surface wear.
- Ageing.
- Scratching.
- Appearance changes.
- Fading.
- Sunlight-related colour changes.
- Normal traffic wear.
- Cosmetic deterioration.

Normal product ageing is separate from a failure caused by defective installation workmanship.

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5. Commercial and Industrial Flooring Projects

Our Lifetime Installation Guarantee is exclusively for qualifying residential installations.

It does not apply to commercial or industrial projects, including:

- Shops and retail premises.
- Hotels.
- Restaurants and bars.
- Offices.
- Schools and universities.
- Healthcare facilities.
- Care homes.
- Commercial kitchens.

- Leisure facilities.
- Public buildings.
- Factories.
- Warehouses.
- Other commercial or industrial premises.

Commercial and industrial projects remain subject to their respective quotations, specifications, contractual workmanship terms and applicable legal rights.

Different warranty arrangements may be agreed in writing for individual commercial projects.

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6. What Does "Lifetime" Mean?

For the purposes of our voluntary Lifetime Installation Guarantee, **"Lifetime" means the serviceable life of the original qualifying flooring installation and associated preparation system completed by London Flooring Fitters™.**

It does not mean the lifetime of the customer, building or property.

The serviceable life is the period during which the original flooring system remains reasonably capable of performing its intended function under normal use, appropriate maintenance and the manufacturer's applicable operating conditions.

When considering whether the installation has reached the end of its serviceable life, relevant objective evidence may include:

- The type and specification of flooring originally installed.
- The manufacturer's technical information.
- The age and condition of the flooring system.
- Evidence of normal wear and deterioration.
- The original intended use.
- Maintenance history where relevant.
- The condition of the original installation and preparation.
- Whether the original flooring system remains substantially in place.

The installation does not automatically cease to qualify simply because it reaches a particular age.

Equally, this guarantee does not promise that every flooring product will remain serviceable indefinitely.

We will not determine the end of serviceable life arbitrarily or solely at our own discretion. Any disputed assessment may be considered through the independent review procedure described below.

Transferability

The guarantee applies to the original customer identified in the qualifying installation contract.

It is not automatically transferable to a subsequent property owner.

This does not affect any rights a subsequent owner may have under applicable law or any separate written agreement.

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7. When Does the Guarantee Become Valid?

The voluntary Lifetime Installation Guarantee applies when:

1. The project is an eligible residential installation.
2. The guarantee has been included or expressly confirmed in the agreed quotation or contract.
3. London Flooring Fitters™ has completed the full qualifying subfloor preparation and installation system.
4. Any required DPM has been installed by us.
5. Any required smoothing compound, primer or self-levelling preparation has been completed by us.
6. Any required plywood or timber preparation has been completed by us.
7. The final flooring has been installed by us.
8. The project has been completed and handed over.
9. The original qualifying installation remains in place, subject to the terms of this guarantee.

Payment and outstanding invoices

The customer remains responsible for paying all properly due invoices in accordance with the agreed contract.

Where payment is genuinely disputed because of alleged defective work, customers retain their applicable statutory rights and remedies.

Non-payment will not be used to exclude or restrict any rights that cannot lawfully be excluded.

Any effect of an unpaid, undisputed contractual balance on the additional voluntary guarantee will be considered in accordance with applicable consumer law and the agreed contract.

Written confirmation

Customers should retain their original quotation, invoice and any guarantee confirmation.

The qualifying installation, its preparation specification and applicable guarantee conditions should be recorded as part of the agreed contract.

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8. Making a Lifetime Guarantee Claim

If you believe your flooring has developed a defect caused by our installation workmanship, please contact us.

We will consider the information provided and determine what investigation is reasonably necessary.

We may request:

- Your name.
- Installation address.
- Original quotation or invoice.
- Approximate installation date.
- Description of the reported defect.
- Photographs.
- Videos.
- Approximate date the issue first appeared.
- Relevant maintenance or incident details.

Where practical, we will initially assess the reported issue using photographs, video and available installation records.

We may then recommend further inspection or testing where necessary.

Customers should contact us before arranging permanent remedial work by others wherever reasonably possible.

This does not prevent emergency work reasonably required to protect people or property.

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9. £199 Guarantee Inspection Charge

On-site inspections requested under our voluntary Lifetime Installation Guarantee are subject to a £199 advance inspection charge where the charge has been clearly agreed with the customer.

The charge must be paid before the voluntary guarantee inspection appointment is confirmed.

The charge contributes towards:

- Professional inspection time.
- Travel.
- Initial on-site investigation.
- Assessment of the reported defect.
- Review of relevant installation conditions.

When is the £199 refunded?

If the inspection confirms a valid workmanship defect covered by our Lifetime Installation Guarantee, the £199 will be refunded in full.

Covered remedial works will also be completed without charge in accordance with this guarantee.

When is the £199 non-refundable?

Where the inspection reasonably establishes that the reported failure is not covered by the voluntary guarantee, the agreed £199 charge will normally be retained.

Examples include defects solely attributable to:

- External water damage.
- Flooding.
- Structural movement.
- Product manufacturing defects.
- Subfloor work completed by others.
- Customer misuse.
- Accidental damage.
- Third-party interference.
- Other circumstances excluded by the guarantee.

Where the findings are inconclusive, or the customer reasonably disputes the findings, the case may be reviewed in accordance with our dispute resolution procedure.

A charge will not be treated as automatically non-refundable merely because the cause remains uncertain.

Specialist testing

Additional specialist testing, destructive investigation, laboratory analysis, flooring removal or independent expert reports are not included within the standard £199 inspection.

Where such work is proposed, its scope and price will be explained and agreed before it is commissioned.

Statutory rights

The £199 inspection charge relates to the additional voluntary guarantee inspection service. It is not a mandatory fee for exercising statutory consumer rights.

Customers who believe that we have breached their statutory obligations may raise their complaint without being required to purchase a voluntary guarantee inspection.

Where an investigation establishes a breach of statutory rights, the customer will not be charged for remedial action that we are legally required to provide without charge.

Nothing within this inspection process excludes or restricts applicable statutory remedies.

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10. Our Right to Inspect

London Flooring Fitters™ should be given a reasonable opportunity to inspect an alleged workmanship defect before permanent remedial work is undertaken by another contractor.

Where flooring or associated preparation is removed, repaired or altered before an inspection, this may affect the available evidence and our ability to establish the cause.

Any impact on the voluntary guarantee will be limited to the extent that the alteration or removal prevents a reasonable assessment or causes further damage.

This does not prevent reasonable emergency work or interfere with the customer's statutory rights.

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11. Independent Inspection and Disputed Claims

We aim to assess all guarantee claims fairly and consistently.

Where a customer disagrees with our findings, they may provide further photographs, technical evidence, installation records or relevant information for review.

Where the cause remains disputed, either party may propose an appropriately qualified independent flooring specialist.

The following should be agreed in advance:

- The inspector's qualifications and independence.
- The scope of investigation.
- Any required testing.
- The anticipated inspection costs.
- Responsibility for payment.
- How findings will be considered.

Independent findings will be considered alongside the contractual specification, manufacturer information and other available evidence.

Neither party is required to accept an independent report as legally binding unless a separate lawful agreement provides for this.

Customers retain their right to pursue appropriate legal remedies.

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12. Remedial Works and Repairs

Where a valid claim under the Lifetime Installation Guarantee is confirmed, London Flooring Fitters™ will arrange the necessary remedial work to address the covered installation defect.

This may include, as reasonably necessary:

- Removal of defective flooring.
- Correction of defective preparation completed by us.
- Repair or replacement of incorrectly installed plywood.
- Correction of qualifying DPM workmanship defects.
- Reapplication of defective smoothing or preparation systems.
- Replacement of affected flooring materials.
- Reinstallation of affected flooring.
- Correction of defective welding or finishing details.

Necessary labour and standard replacement materials required to rectify the covered workmanship defect will be provided without charge.

Where it is reasonably appropriate, we may repair the affected area rather than replace unaffected flooring.

The chosen remedy must adequately address the defect and must not restrict remedies required by law.

Product availability and colour matching

Where original flooring is no longer available, we will discuss reasonably suitable replacement options with the customer.

Exact colour, batch and appearance matching cannot always be achieved where materials have aged, faded or been discontinued.

Any proposed remedy will take account of the original specification and the customer's applicable rights.

Consequential damage

Claims for damage to other property, associated losses or other consequences of a defect will be considered in accordance with applicable law.

Nothing in this guarantee excludes liability that cannot legally be excluded, including liability for death or personal injury caused by negligence.

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13. Manufacturer Warranties

The manufacturer's warranty and our Lifetime Installation Guarantee serve different purposes.

Manufacturer Warranty

A manufacturer's warranty generally relates to the flooring product and may cover specified manufacturing defects or product performance conditions.

It remains subject to the manufacturer's terms.

London Flooring Fitters™ Lifetime Installation Guarantee

Our voluntary guarantee relates to qualifying subfloor preparation and flooring installation workmanship completed by us.

Customers may have statutory rights against the seller or installer independently of either voluntary guarantee.

These rights remain unaffected.

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14. Customer Responsibilities and Aftercare

To help maintain the performance of the flooring system, customers should:

- Follow the flooring manufacturer's maintenance guidance.
- Observe any specified curing or drying periods.
- Maintain suitable environmental conditions.
- Use appropriate furniture protection.
- Avoid incompatible rubber-backed products where prohibited.
- Avoid unsuitable cleaning chemicals.
- Report suspected defects within a reasonable period after discovery.
- Take reasonable steps to prevent further avoidable damage.
- Allow reasonable access for inspection and eligible repairs.

We will provide appropriate aftercare information relevant to the specified flooring system.

A failure to follow aftercare guidance will not automatically invalidate the guarantee.

Any exclusion will apply only where the failure caused or materially contributed to the reported damage.

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15. Our Installation Records

Where appropriate to the project, London Flooring Fitters™ may maintain records of:

- The agreed quotation and installation specification.
- Subfloor condition.
- Moisture assessment results.
- Specified preparation products.
- DPM installation.
- Smoothing compound preparation.
- Plywood installation.
- Flooring products and adhesives.
- Installation photographs.
- Relevant manufacturer guidance.

- Customer-approved variations.
- Recorded preparation recommendations.
- Completion and handover details.

These records may assist in assessing a future workmanship claim.

Absence of a particular record does not automatically invalidate an otherwise valid claim or determine responsibility.

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16. Legal Guarantee Provider and Contact Details

This guarantee is issued by the legal business identified below.

Trading name: London Flooring Fitters™

Legal guarantee provider: London Flooring Fitters™

Registered or business address: London Flooring Fitters™, registered in England and Wales. Registered office: D2 Seedbed Business Centre, Vanguard Way, Shoeburyness, Southend on Sea, Essex, SS3 9QY

Guarantee claims email: hello@londonflooringfitters.com

Website: www.londonflooringfitters.com

Territorial scope: Qualifying installations undertaken in London and the South East of England.

Effective date and version: 1 January 2026, Version 1

Guarantee claims should be submitted through the contact details above.

The issuing business is responsible for fulfilling the guarantee in accordance with its terms and applicable law.

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17. Important Legal Information

Our Lifetime Installation Guarantee is a voluntary workmanship guarantee provided in addition to applicable statutory rights.

Nothing in these terms excludes, restricts or replaces rights that cannot legally be excluded or restricted.

In particular, consumers retain applicable rights under the Consumer Rights Act 2015, including the right to have services performed with reasonable care and skill.

Where London Flooring Fitters™ supplies flooring materials as part of the contract, applicable statutory rights relating to those goods also remain unaffected.

The exclusions in this document relate to the additional voluntary guarantee and do not excuse defective workmanship, unreasonable professional advice or other breaches of legal obligations.

Where any provision is found to be unfair or unenforceable, it will not be relied upon to the extent prohibited by law. Other lawful provisions will continue to apply where appropriate.

The applicable version of the guarantee will ordinarily be the version supplied or agreed as part of the customer's original qualifying installation contract.

Later changes to the website will not retrospectively reduce guarantees already contractually provided.

The guarantee is governed by the applicable laws of England and Wales, subject to any mandatory consumer protections.

Our Lifetime Workmanship Promise

If it's our workmanship, we put it right.

Every qualifying flooring installation is completed with attention to preparation, materials and professional installation standards.

When London Flooring Fitters™ has undertaken the complete qualifying subfloor preparation and flooring installation system, our Lifetime Installation Guarantee provides additional reassurance against eligible workmanship defects.

If a valid workmanship defect is confirmed, we will complete the necessary covered remedial works without charge.

Where the customer has paid the agreed £199 voluntary guarantee inspection charge and the inspection confirms a covered workmanship defect, the £199 will be refunded in full.

Professional installation. Complete preparation. Lifetime workmanship confidence.

Our voluntary Lifetime Installation Guarantee does not affect your statutory rights.