



WOOD FLOORING

Beach Bros 25 Year Residential Limited Warranty



A Beach Bros floor is designed to last a lifetime

Beach Bros guarantees to direct purchasers that all products shall be of quantity, kind and grade as invoiced to the purchaser at the time the products leave our factory. If any of these products are proven to the satisfaction of Beach Bros to be defective in materials or workmanship, we will (at our discretion) make a replacement in kind or refund the price of the goods.

All other liability in respect to our products and their use, and all statutory and implied warranties (except as stated herein) are excluded from this limited warranty. No representative of Beach Bros is authorised to change or enlarge the foregoing provisions which apply to all sales and to all goods delivered whether sold, delivered as samples or otherwise.

RETURNS POLICY

If you need to return a product to us please wrap up all goods carefully and return them with a copy of the original delivery note or invoice as well as the contact details of the person organising the return.

Please note that all goods will be subject to a handling charge of 25%, plus a return carriage charge if goods need to be collected. Only new unopened products can be returned (open packs or goods damaged by the customer cannot be returned for credit) and as our coloured flooring is manufactured to order it is excluded from our returns policy.

E&OE

While every effort is made to ensure that all product specifications and prices given are accurate at time of printing, we reserve the right to cancel orders if they are based on inaccurate information or if a product price or specification has subsequently changed.

STRUCTURAL WARRANTY

All Beach Bros flooring is processed using a modern gluing process under highly controlled circumstances to ensure a complete bond throughout each board. If, however, the structural aspect of a board fails either before or after installation Beach Bros will replace the defective board, exclusive of the costs of removal, reinstallation or refinishing.

VISUAL APPEARANCE WARRANTY

All Beach Bros flooring is carefully inspected by our quality control personnel prior to leaving our factory. We urge you and your installer to inspect each plank prior to installation. In the unlikely event that you encounter a visually defective plank prior to its installation, we will replace it free of charge. Simply return it to us with a copy of your receipt and we will organise a replacement board to be sent to you. This warranty does not extend to cover flooring after installation.

EXCLUSIONS

While our warranty is excellent, there are some limits to it. Any of the following conditions reduce or invalidate our warranty.

1. Visible Defects

Visible defects are those defects which are apparent on the face of the flooring. They must be noted by you or the installer and reported before installation so replacement flooring can be furnished prior to installation.

2. Improper Installation

Improper installations done in a way that is contrary to BS 8201:2011 can cause problems with a Beach Bros floor. Consequently, any floor installed not using these specifications is not covered by our warranty, express and implied.

3. Improper Maintenance or Inadequate Care

Your Beach Bros floor requires maintenance which must be done in strict accordance with our Maintenance Instructions and recommendations found in our brochure and supplied with your floor. Your warranty will be void if the floor has been damaged by improper maintenance or inadequate care, express and implied.

4. Accidents, Abuse or Abnormal Wear

This warranty does not cover damage resulting from accidents or abuses that stain or scratch finish, diminish gloss or indent the surface of the wood. It also does not cover damage caused by heavy items or concentrated foot traffic, impact, scarring, denting, extreme heat, damage from moisture caused by wet mopping, spills or standing water, etc...

5. Indentations from high heeled shoes

A high heeled shoe can concentrate as much as 2,000 pounds per square inch on a floor. Therefore, walking on any wood surface in high heeled shoes is considered abusive and any damage to our floors as a result is not covered by our warranty.

6. Normal Environmental Conditions

Our products are warranted to perform in normal residential environments. Floors should only be installed in rooms where the room is kept temperate (minimum 15°C) and that relative humidity remains between 30% and 60% both during and after installation. Any exposure to excessive heat or moisture may cause damage to the flooring and is not covered by warranty regardless of cause or source. Damage caused by environmental conditions outside the requirements of BS 8201:2011 are not covered under this warranty.

7. Normal Variances

The patterns and colour variations created in a living tree are like all of nature, never repeated. Variations in colour, grain pattern and/or texture normally occur in the original materials and are not defects and no warranty shall apply thereto. So remember your newly installed floor will vary from samples or pictures shown. Therefore, no warranty shall apply thereto. All wood flooring will undergo colour changes due to the effects of ultraviolet rays from the sun and these changes are not covered by our warranty.

8. Alterations & Repairs

Alterations to any Beach Bros product will void any and all expressed or implied warranties including merchantability or fitness for particular purpose. No warranty is provided to cover repairs or resurfacing and repairs or replacement (even if by Beach Bros) shall not extend warranty period. Wood is a natural product therefore we cannot guarantee a match to existing stained or natural coloured floors.

9. Reinstallation

If Beach Bros is obligated or elects to replace or reinstall warranted boards, Beach Bros shall in no manner be obligated to provide for or incur costs of removing or reinstalling the defective flooring or resurfacing or refinishing the replaced or surrounding flooring or to provide for the cost thereof unless and to the extent expressly provided in the warranty description above. No obligation to replace or repair shall extend to any subfloor materials, adhesives, supplies or other items encountered in the course of removal, installation or refinishing.

10. Your Obligation to Beach Bros

As the purchaser of our product you agree to follow all directions in the care and maintenance instructions (available www.beachbros.co.uk). You also agree to allow Beach Bros a reasonable number of attempts to correct any claimed defect. This warranty only applies to Beach Bros Inbetween pre-finished engineered hardwood flooring and covers only such products purchased and manufactured after 1st July 2016. The warranty is not transferrable and is extended only to the original consumer purchaser and for the original installations. All warranties expire upon sale, transfer or relocation of the installed product or installation location.

LIMITATIONS OF LIABILITY

The above statement of warranty is the only warranty provided by Beach Bros for residential multilayer flooring products for residential applications involving light to normal traffic conditions. No products in rental, industrial or commercial applications. Except as stated herein, no other warranty, expressed or implied, is provided, including any warranty of fitness for a particular purpose. No retailer, installer, dealer, distributor, agent or employee has authority to increase the scope or alter the terms or coverage of this warranty. No agreement to repair or replace shall in any event act to extend the period of coverage of any warranty period.

In no event shall Beach Bros be liable or in any manner responsible for any claim, loss or damage arising from the purchase, use or inability to use its products or from any form of special, indirect, incidental or consequential damages, including, without limitation, lost profits, emotional, multiple, punitive or exculpatory damages (see below) or legal fees, even if Beach Bros or its representatives have been advised of the possibility of such damages before sale.

All claims must be made in writing and sufficiently documented (photos, etc). Please note, however, that in order to make any claim under this warranty, evidence of the purchase date and the identity of the original purchaser and installation location must be provided and without such proof, no warranty coverage will apply. We strongly suggest that you keep this information together with the Beach Bros Maintenance Instructions and your receipt in a safe and secure location.

Please note, you and your installer are responsible for inspecting flooring prior to installation. We accept no responsibility for liabilities, claims or expenses, including labour costs, where flooring with visible defects has been installed.

You have to make sure that the flooring is properly installed in accordance with BS 8201:2011. You must also properly care for your new floor using our Care & Maintenance Instructions. We recommend that you only use our specially formulated floor care products to preserve your flooring. Use of floor care products other than those we have specially formulated may damage your floor and void this warranty.

We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

Beach Bros Ltd

Januray 2020