



Sleek Flooring Limited Product Warranty

25-Year Residential | 20-Year Commercial Limited Product Warranty

This extended product warranty is additional to statutory rights and does not affect rights or remedies available under applicable law.

1. Warranty

Sleek Flooring Ltd warrants qualifying Sleek Flooring LVT and SPC flooring against manufacturing defects under normal use for 25 years from the original purchase date for residential installations and 20 years from the original purchase date for commercial installations.

This is a limited product warranty provided by Sleek Flooring Ltd. It is additional to, and does not affect, statutory rights or remedies.

2. Products Covered

The warranty applies to genuine Sleek Flooring LVT and SPC products purchased through Sleek Flooring Ltd, an approved Sleek retailer or another authorised Sleek sales channel for installation in the United Kingdom.

The applicable period is determined by the nature of the installation at the time the flooring is installed. Satisfactory evidence identifying the product, purchase and installation must be available when a claim is made.

3. What the Warranty Covers

Subject to these terms, Sleek Flooring warrants against manufacturing defects that materially affect the structural integrity or intended performance of the flooring, including premature deterioration of the wear surface caused by a manufacturing defect rather than normal wear, misuse, installation failure or another excluded cause.

Normal changes in appearance arising from ordinary use are not manufacturing defects.

4. Installation Requirements

The flooring must be installed in accordance with the Sleek Flooring instructions applicable at the installation date, on a suitable substrate, using appropriate preparation materials, adhesives, primers, damp-proofing systems and/or underlays where required, in suitable site conditions and in accordance with applicable professional standards.

- For dryback LVT, substrate condition, flatness, moisture, preparation and adhesive selection/application are critical.
- For SPC, the substrate must be suitable for a rigid floating floor and required expansion, perimeter and temperature provisions must be observed.
- Where underfloor heating is used, installation and operation must comply with the applicable Sleek Flooring product and installation requirements.

5. Installation & Warranty Record

Sleek Flooring strongly recommends completion of SF-FRM-WAR-01 at installation. It is designed to record product/batch identification, purchase and installer details, substrate condition, moisture readings where relevant, preparation products, adhesive/underlay, site conditions, staged photographs and completed installation photographs.



Failure to complete the Slek form does not automatically invalidate this warranty. However, where cause may depend on installation, substrate, moisture or site conditions, the claimant must provide sufficient evidence to allow Slek Flooring reasonably to determine whether warranty conditions were satisfied. Lack of sufficient evidence may prevent a claim being established under this extended warranty.

6. Inspection Before Installation

Flooring should be inspected before and during installation. Product showing an obvious visible defect, significant damage or other apparent problem should not knowingly be installed without first referring the matter to the supplying retailer or Slek Flooring.

Installation of flooring with an obvious defect that reasonably should have been identified before installation may affect a claim under this extended warranty, particularly where installation creates avoidable additional cost. Statutory rights remain unaffected.

7. What Is Not Covered

- incorrect or unsuitable installation or inadequate substrate preparation;
- excessive substrate moisture, moisture ingress, structural movement or substrate/building failure;
- failure of third-party smoothing compounds, DPMs, primers, adhesives, underlays or other installation materials;
- unsuitable adhesive, underlay or installation system, or failure to observe expansion/perimeter requirements;
- improper use or operation of underfloor heating or excessive heat outside product requirements;
- flooding or water ingress from the building or other external sources;
- impact, cutting, scratching, gouging, accidental/deliberate damage, or damage from moving furniture, appliances or heavy objects without suitable protection;
- inappropriate cleaning products, chemicals, maintenance, abuse, misuse, neglect or abnormal use;
- damage caused by building works or subsequent trades, fire, flood or other external events;
- installation in an environment for which the product is not suitable; or
- inappropriate alterations or repairs.

8. Normal Wear and Appearance

The warranty does not guarantee that flooring remains visually unchanged. Normal wear may include minor scratching or surface marking, changes in gloss, normal ageing, effects of sunlight/environment, reasonable colour or shade variation, batch variation, and normal differences between flooring and samples, printed material, photography or digital displays.

9. Making a Claim

A claim should normally be made through the approved Slek retailer from whom the product was purchased where reasonably practicable, or directly to Slek Flooring where appropriate.

The claimant may be required to provide proof of purchase, product/batch details, installation address/date, installer information, SF-FRM-WAR-01 where available, photographs/video, installation records, moisture readings or other relevant test information, and other information reasonably necessary to investigate. Slek Flooring may request reasonable access for inspection.



10. Assessment of Claims

Sleek Flooring will determine whether the reported problem results from a manufacturing defect covered by this warranty, taking account of the nature/location of the defect, age and use, installation evidence, substrate/moisture conditions, maintenance, extent of the affected area and any reasonable technical inspection/testing.

Where only part of an installation is affected, the claim will normally be assessed by reference to the verified affected area rather than automatically treating the entire room, floor or property as defective.

11. Remedy for an Accepted Claim

Where Sleek Flooring accepts a valid claim, it will determine an appropriate remedy having regard to the nature, extent and age of the defect. It may repair the affected product, supply replacement product for the verified affected area, provide a reasonably comparable current Sleek Flooring product if the original is unavailable, or provide another appropriate product-value remedy.

A limited defect does not automatically entitle the claimant to replacement of unaffected flooring throughout a room, adjoining rooms or property. Statutory rights and non-excludable remedies prevail where applicable.

12. Labour and Ancillary Costs

Unless required by applicable law or expressly agreed by Sleek Flooring in writing, this extended product warranty does not automatically cover removal/uplift, installation/reinstallation labour, furniture removal/storage, skirting/trims/decorative works, removal/refitting of kitchens or fixtures, temporary accommodation, business interruption, loss of use, or indirect/consequential losses.

This limitation applies to the extended contractual warranty and does not exclude costs or remedies to which a consumer is legally entitled.

13. Discontinued Products and Matching

Décors, formats and specifications may change during the warranty period. Sleek Flooring does not guarantee that an identical décor, batch, shade or specification will remain available. If the original product is unavailable, a reasonably comparable current product may be provided. Reasonable colour, shade, texture or appearance differences do not themselves require replacement of unaffected flooring.

14. Residential Warranty Transfer

The 25-Year Residential Limited Product Warranty is transferable to a subsequent owner of the property in which the flooring was originally installed. Transfer does not restart the warranty: only the unexpired balance of the original 25-year term, calculated from the original purchase date, transfers.

The subsequent owner must provide satisfactory evidence identifying the original qualifying purchase, product and installation. Sleek Flooring may request reasonable evidence of transfer of property ownership and continued location of the flooring at the original installation property.

15. Commercial Warranty Transfer

The 20-Year Commercial Limited Product Warranty is not transferable to another party, occupier, business or property owner unless Sleek Flooring expressly agrees otherwise in writing. A change in ownership or occupation does not create a new warranty period.



16. Residential and Commercial Classification

Residential use means installation primarily within a private dwelling for ordinary domestic occupation. Commercial use means installation principally in premises used for business, professional, retail, hospitality, educational, institutional or other non-domestic purposes.

The commercial warranty does not mean every Slek Flooring product is suitable for every commercial environment. Suitability must be determined from the applicable product specification and intended-use classification.

17. Statutory Rights

Nothing in this warranty affects, excludes or restricts statutory rights or remedies available to consumers under the Consumer Rights Act 2015 or other applicable law. If any term conflicts with a right or remedy that cannot lawfully be excluded or restricted, the statutory right or remedy prevails.

18. Guarantor and Territory

Guarantor: Slek Flooring Ltd, 25A Park Square West, Leeds, LS1 2PW, United Kingdom.

This warranty applies within the United Kingdom to qualifying products supplied for installation within the United Kingdom. Claims may be submitted through the supplying approved Slek retailer or through the warranty/claims contact method published by Slek Flooring from time to time.