



Ⓔ WARRANTY CONDITIONS

ESSENTIAL PRO

GLUE 

RESIDENTIAL WARRANTY

The warranty is valid on Quick • Step® Livyn Essential Pro and Quick • Step® Livyn accessories.

The statutory warranty in the country or state of purchase has unlimited application to the above mentioned products. On top of this, Unilin BVBA, division flooring warrants, from the date of purchase, that the products of the Quick • Step® brand as specified above are free from manufacturing or material defects. This product is lifetime (limited to 33 years) warranted in residential use. The date of purchase is the invoice date. The original purchase invoice, duly dated and carrying the distributor's or retailer's stamp, will need to be submitted.

The Quick • Step® warranty can only be invoked if all of the following conditions have been fulfilled. In case of doubt, contact the manufacturer or distributor's or retailer's.

1. This warranty applies only to the first owner and the first installation of the product and is not transferable. The person deemed to be the first owner is the person stated as the buyer on the purchase invoice. This warranty applies to all purchases of the aforesaid first-grade Quick • Step® brand product made after the edition date of these warranty conditions (see above).
2. This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including the delamination or reduced resistance of the wear layer. Unilin BVBA division flooring will repair or replace the product, at its option. In case where a replacement of the flooring is agreed upon, only new panels of the current supply program at the time the complaint is upheld, will be supplied by the distributor's or retailer's. There will be no other form of compensation.
3. All panels for the same flooring project must be ordered at the same time. Compatibility of panels in repeated orders cannot be guaranteed.
4. The Quick • Step® Livyn panels must be installed following strictly the Quick • Step® Livyn installation instructions, using the approved Quick • Step® Livyn accessories. The customer/fitter must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions. These instructions can be downloaded on www.quick-step.com or can be requested from the manufacturer, distributor or retailer. The customer/fitter must be able to provide proof that only the recommended Quick • Step® Livyn accessories were used to install the Quick • Step® Livyn floor. If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions (available on www.quick-step.com) must be provided to the end-user by the installer.
5. The lifetime Quick • Step® Livyn warranty applies solely for indoor installations in a residential application. For other applications an individual written warranty must be requested from the manufacturer.
6. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least one cm² or 0.15500 square inch, and must NOT be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as severe impact, scratching (for example caused by dragging of furniture, too sharp pet nails, etc.) or cutting. The feet of furniture must always be provided with appropriate protective material. Chairs, settees (sofas) or furniture with castors must be fitted with soft wheels or an adequate protective mat or protective castor cups must be put under this furniture to avoid residual indentation.
7. Prolonged contact with rubber can cause permanent stains. Do not allow cigarettes, matches or other very hot items to contact the floor as this may cause permanent damage.
8. Liability arising from this warranty is restricted to: • Hidden defects. These are defects that were not visible before or during

- the installation of the Livyn floor. • The cost of removing and replacing the material is borne by the purchaser. If the product was originally professionally installed, Unilin BVBA division flooring, will cover reasonable labor costs. • Unilin BVBA division flooring can never be held liable for any secondary damage.
9. The ingress of sand and/or dust on to the floor must be prevented by installing a suitable, non-rubber backed mat at all entrance door(s).
 10. The floor may not be installed in areas where the flooring may occasionally be exposed to extremely high temperatures (such as saunas, verandas, etc..) - >50°C.
 11. Cleaning efforts involving the use of inappropriate cleaning product must be avoided at all times.
 12. Flooring panels and accessories must be checked carefully for material defects under optimal light conditions before and during installation. Products with visible defects must not be installed under any circumstances. The distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Under no circumstances can Unilin BVBA, division flooring be held responsible for any loss of time, inconvenience, expenses, costs, or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
 13. Unilin BVBA, division Flooring OFFERS NO OTHER WARRANTY, EXPRESS OR IMPLIED, THAN THE ONE DESCRIBED HEREIN; INCLUDING ANY WARRANTY OF MERCHANTABILITY OR SUITABILITY OF THE PRODUCT FOR A PARTICULAR PURPOSE, AND NO OTHER REMEDIES SHALL BE AVAILABLE EXCEPT FOR THOSE PROVIDED HEREIN. Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
 14. This warranty is pro rata. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The Quick • Step® original warranty value is reduced by amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage rate of the number of years of ownership per year based on 20 years for the wear and tear. The services provided under this warranty do not extend the original warranty period.
 15. Unilin BVBA, division flooring reserves the right, and must be offered the opportunity, to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

COMMERCIAL LIMITED WARRANTY

This warranty is valid for Quick • Step® Livyn Essential Pro flooring products of class 43 for a period of ten (10) years from the date of sale to the original purchaser (original invoice is the exclusive proof of purchase) for indoor commercial applications under all of the above mentioned conditions. In addition to this, the following must be considered:

Gloss reduction is not surface wear. It may be necessary to apply a new surface coating periodically.

In this area of application superficial surface scratches coming from daily use have to be accepted.

In areas with immediate access to the street traffic an appropriate industrial dust collection and cleaning zone must be installed.

For areas and applications with very heavy traffic areas or areas with extreme use (such as barber shops), a specific warranty can simply be requested by contacting your dealer or Unilin BVBA, division Flooring.

This warranty does not cover damage to the product caused by:

- Installation error. The Quick • Step® Livyn Essential Pro product must be installed following the Quick • Step® Livyn Essential Pro installation method using the approved Quick • Step® Livyn accessories.
- Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials or pets with too sharp nails, whether caused by a contractor, a service company, or end user
- Exposure to extreme temperatures (>50°C)
- Extreme and prolonged exposure to humidity such as floods or leaks
- Improper maintenance

No other warranties, express or implied, are made, including merchantability or fitness for a particular purpose.

Unilin BVBA, division Flooring is not responsible for labor charges, installation charges or similar costs. Consequential, special and

incidental charges are not recoverable under this warranty.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. For service under this warranty please contact your local Quick • Step® retailer or mail in proof of purchase and description of claim to:

Unilin BVBA division flooring • Ooigemstraat 3 • B-8710 Wielsbeke-Belgium
Tel. +32 (56) 67 52 11 • Fax. +32 (56) 67 52 39 • www.quick-step.com