

## Flooring Guarantee

### What This Guarantee Covers

The Modern Floor Co. guarantees that Nordikka SPC (Stone Polymer Composite) flooring will remain free from manufacturing defects and **wear-out** caused by normal residential or commercial use for the duration of the guarantee period.

- **Residential Installations** are covered for lifetime for all SPC products, defined as 35 years from the date of purchase.
- **Commercial Installations** are covered for 15 years for all SPC products.

'**Wear-out**' refers to the complete removal of the decorative pattern and colour due to the breakdown of the protective wear layer.

If your flooring meets the requirements of this guarantee and wear-out occurs within the applicable guarantee period, 'The Modern Floor Co Ltd' will repair or replace the affected area with the same or similar product.

### Conditions for Guarantee Coverage

- **Proper Installation**
  - Flooring must be installed by a competent professional.
  - Installation must comply with **BS 8203** (Code of Practice for the installation of resilient flooring)
  - Only **recommended adhesives** and **appropriate subfloor preparation methods** should be used.
  - The installation must strictly follow the relevant **Nordikka Installation Guide**, provided with the product or available via our website.
- **Correct Maintenance**
  - The floor must be cleaned and maintained in accordance with the **Nordikka Aftercare Guide**.
  - Use only **pH-neutral, vinyl-safe cleaners**.
  - Apply protective felt pads, castor cups, and use non-rubber-backed entrance mats to protect the surface.
- **Environmental Suitability**
  - Flooring must be installed **indoors in a climate-controlled environment**, with a temperature between **18°C-27°C** and humidity between **35%-65% RH**.
  - Do not install under **permanently fixed furniture** (e.g. kitchen islands) or in unheated, external, or semi-external areas.

### What's Not Covered

- This guarantee **does not** cover:
- Improper installation, including poor subfloor prep, incompatible adhesives, or unsupported underfloor heating use
- Damage from moisture, fluid pressure, or rising damp
- Spills, stains, corrosive chemicals (e.g. bleach, battery acid)
- Impact or misuse, including burns or dragging heavy objects
- Dulling of gloss from wear, scratches, scuffs, or pet damage
- Fading or warping from direct sunlight or heat sources
- Improper cleaning products, abrasive tools, waxes, or polish
- External, semi-external, or unheated installations

## Making a Claim

If you need to make a claim under this guarantee:

1. **Contact your supplier first.**
2. If the issue meets the conditions outlined above, and your flooring was installed and maintained according to Nordikka standards, 'The Modern Floor Co Ltd' will coordinate repair or replacement of the affected product with your retailer.

## How to Maintain Your Guarantee

To keep your coverage:

- Ensure installation follows the **Nordikka Installation Guide** provided with the product.
- Maintain the floor using the **Nordikka Aftercare Guide**.
- Keep a copy of your original invoice and installation date.
- Retain at least **three spare planks** from the **original batch** for testing in the event of a claim.

## Legal Notice

This guarantee applies exclusively to Nordikka LVT flooring purchased through authorised UK retailers and installed within the United Kingdom. It does not affect your statutory consumer rights.

