

2

YEAR
INSTALLATION
WARRANTY
(DOMESTIC)

 QUICK STEP®

Master
Installer

BENEFIT FROM THE BEST...
ENSURE YOUR FLOOR
IS COVERED

WIN

a Quick-Step®
cleaning kit
worth £40*

ENJOY ADDED PEACE OF MIND WITH YOUR FREE INSTALLATION WARRANTY

WIN
a Quick-Step®
cleaning kit
worth £40*

Your floor has been fitted by a Quick-Step® Master Installer, an independent professional who has been assessed and accredited at the Quick-Step® Academy for Excellence in Flooring, the UK's leading training academy for flooring installers.

This means that, as well as benefiting from the professionalism and high quality workmanship provided by your Quick-Step® Master Installer and your existing product warranty, you are entitled to the extra peace of mind of a two year installation warranty.

Be sure to activate your warranty within 28 days of installation. Ask your Quick-Step® Master Installer to provide the form you need.

*As soon as we receive your completed form (Form 3 of the Installation Warranty) we will enter you into our free draw to win a Quick-Step® cleaning kit.

About your Quick-Step® Master Installer

The scheme member installing your floor:

- ✓ Has been trained by the Quick-Step® Academy for Excellence in Flooring
- ✓ Is monitored annually
- ✓ Is supported by our two year warranty
- ✓ Most of our installers are accredited and licenced by the UK Government endorsed TrustMark quality scheme**

**to check this accreditation visit www.quick-step.co.uk or www.trustmark.org.uk



Registered office: Unilin Distribution Ltd. Unit 5 Rampart Business Centre, Greenbank Industrial Estate, Newry, Co. Down, N. Ireland, BT34-2QU

THE ESSENTIAL INFORMATION

A Quick-Step® Master Installer has been trained and accredited to work to strict criteria to ensure your floor has been installed professionally. We have organised these criteria into the categories below.

Workmanship

- Work is correct and completed to a high standard.
- Care and due attention is given to preparations for work required for surfaces to be floored.
- Adequate protection is provided for surfaces in the vicinity where your floor will be installed.
- The customer's home or premises are left clean and tidy and any waste created during works should be removed.

Quotations or Estimates

- You must receive a quotation or estimate for works to be undertaken. Please be aware – a quotation is a binding agreement as to the price.
- Quotations or estimates must be given in writing, they must be clear and concise, legible and comprehensive and should include a detailed specification of the works to be carried out and the Quick-Step® products you have chosen to have installed in your home.
- There should be no hidden costs and VAT must be included (where applicable).
- Terms of payment (including deposit if applicable) must be made clear.

Deposits

- When requested, deposits must not exceed 25% of the job value to a maximum of £1,000.

Conduct

- Quick-Step® Master Installers must provide a high standard of service. They should be honest, honourable, professional and courteous in all of their dealings with you, the customer.

Products used

- All products used must be used in accordance with the manufacturer's instructions.
- If you ask your Quick-Step® Master Installer not to follow the manufacturer's product installation instructions for whatever reason and they are prepared to undertake the work on that basis, the Quick-Step® Installation Warranty will become invalid and void.
- **You are strongly advised that Quick-Step® solutions (accessories) should always be used in conjunction with Quick-Step® laminate and Quick-Step® real wood engineered.**

QUICK-STEP® MASTER INSTALLER 2 YEAR INSTALLATION WARRANTY

The logo for Quick-Step, featuring a stylized red and white 'Q' icon above the brand name 'QUICK-STEP' in white capital letters on a blue rectangular background.A white badge with a blue border containing the text '2 YEAR INSTALLATION WARRANTY (DOMESTIC)'. The number '2' is large and bold, with 'YEAR' in smaller text below it. 'INSTALLATION WARRANTY' is in a larger font, and '(DOMESTIC)' is in the smallest font at the bottom.

Scope of Warranty

It is optional whether the Quick-Step® Master Installer provides the two year installation warranty based on their own professional assessment of the job and the site conditions.

The optional free two year installation warranty is available only for flooring installations on private residential premises in the UK and Ireland. The installation must be carried out by a registered Quick-Step® Master Installer. For the Installation Warranty to be valid the products used must be Quick-Step® Laminate, Quick-Step® Real Wood Engineered or Quick-Step® Solutions (accessories). This Installation Warranty does not affect a homeowner's statutory rights.

Activation of Installation Warranty

For the two year installation warranty to be valid the work must be registered and activated with Quick-Step® within 28 days of the work being completed. This can be done by using the free post registration form.

The Quick-Step® Master Installer must complete their part of the booklet as well. This can be found in Parts 1, 2 and 3 of the free post registration form

Claims under Installation Warranty

Before making a claim under the installation warranty the homeowner must first try to resolve the matter with the Quick-Step® Master Installer. Only where a matter has not been resolved to the homeowner's

satisfaction should they contact the Quick-Step® Academy for Excellence in Flooring.

If you require further information about a Quick-Step® Master Installer you can call **0161 877 6955** or email **info@quick-step-academy.co.uk**

Limit of Liability

The two year installation warranty covers the cost of remedying the defective work up to the value of £2,000. Subject to this, the homeowner remains liable to pay the Quick-Step® Master Installer for the initial work carried out by the Quick-Step® Master Installer unless otherwise agreed.

The complaints procedure (see complaints section of the installation warranty form) should be followed in the first instance. Where the complaint refers to any other form of property damage or personal damage, Quick-Step® will in the first instance ask the homeowner and the Quick-Step® Master Installer to pursue this through the Quick-Step® Master Installer's liability insurance, if available. However, if for any reason this is not possible, Quick-Step® will ask the homeowner to pursue the claim under their household insurance policy. The liability to Quick-Step® under the installation warranty is capped at a maximum of £2,000 which includes the value of the Recommended Retail Price of the flooring products used and the payment due for workmanship.

WHY ACTIVATE YOUR TWO YEAR INSTALLATION WARRANTY?



Enjoy the complete satisfaction and peace of mind of knowing that your new Quick-Step® floor has been installed by a Quick-Step® Master Installer.

In the event that your flooring installation should fail within the warranty period, due to faulty material or manufacturing or installation defect, when all variables have been adhered to, and the Quick-Step® Master Installer fails to rectify the issue, Quick-Step® will either repair or replace the floor completely free of charge up to the value of £2,000. The decision to either repair or replace the floor will be based on assessment and resides with Quick-Step®.

- ✓ Your Quick-Step® Master Installer will guarantee his or her workmanship for two years on completion of your job
- ✓ Quick-Step® will enforce your Quick-Step® Master Installer's installation warranty for the same two year period, this is to ensure your Quick-Step® Master Installer honours the installation warranty
- ✓ When Quick-Step® products are used, they are covered by the appropriate product guarantee

Please note: Poor subfloor preparation, severe climate exposure, poor substrates, inadequate specification made by homeowners, or failure to carry out a pre-installation check can result in your floor not being installed properly. This may lead to problems such as bowing or raised floors. Your Quick-Step® Master Installer will advise you on these potential problems. If the work is undertaken ignoring the Quick-Step® Master Installers advice, it will not be covered by the Quick-Step® installation warranty. This will clearly be stated by your Quick-Step® Master Installer in their quotation and on the job completion form. Your statutory rights remain unaffected.





HOW TO ACTIVATE YOUR FREE TWO YEAR INSTALLATION WARRANTY

Job Commencement Form and Pre-installation Checklist

Stage 1 – The Quick-Step® Master Installer you have instructed is not employed by Quick-Step® and can undertake work outside the Quick-Step® Master Installer members scheme.

To ensure your job can be covered by the installation warranty and to enable us to respond to any problems whilst the work is in progress, it is absolutely essential that the Quick-Step® Master Installer completes and returns a Job Commencement form and Pre-Installation Checklist. Your assistance is required by countersigning the form.

Completion Form

Stage 2 – To activate your two year installation warranty you need to complete, sign and return the Job Completion Form. Your installation warranty will then be recorded and activated at the Quick-Step® Academy for Excellence in Flooring. If you don't return your form within 28 days of job completion, your installation warranty will become invalid and void.

Your local Quick-Step® Master Installer is:

Quick-Step® Academy for Excellence in Flooring,
Unit 21, Guinness Road Trading Estate,
Trafford Park, Manchester M17 1SB.
Tel: 0161 877 6955 Fax: 0161 877 4943
Email: info@quick-step-academy.co.uk



Quick-Step® and Elka® are quality brands owned by

