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## **iFloors Product & Installation Guarantee**

### **Product Guarantee**

iFloors provides buyers, in addition to the unencumbered guarantee under South African law, an additional guarantee as specified by the manufacturer of the material. This guarantee covers the abrasion resistance of the floor's surface and extends from the date of purchase for the period stated by the manufacturer.

### **Conditions of Guarantee**

- All flooring panels must be checked before and during installation for any visible defects, including scratching or chipping.
- No liability will be accepted for scratching or chipping discovered **after installation**.
- Defective panels installed by iFloors must be reported within **24 hours** to allow a timely inspection. (This excludes scratches and chipping.)
- Flooring must be installed according to manufacturer guidelines, in a **dry room** and in accordance with the specified **use class**.
- iFloors measures subfloor moisture levels before installation where applicable. No liability is accepted for damage caused by excessive moisture or installation in damp areas.
- Abrasion or defects must be visible from a distance of **1.5 metres** and at least **1 cm<sup>2</sup>** in size, and the design layer must be completely worn through.
- The guarantee excludes abrasion along edges or damage caused by **improper use, mechanical stress, impact, or excessive moisture**.
- Validity of the guarantee is dependent on **regular cleaning and maintenance** as described in the care instructions provided by iFloors.
- Claims must be submitted within **30 days** of discovering damage and must include the original iFloors invoice. iFloors reserves the right to inspect the floor on-site before approving any claim.

### **Our Product Commitment**

In cases covered under this guarantee, iFloors will replace the affected element(s).

If the original product is discontinued, the buyer may choose a **replacement of equal value** from the current iFloors range.

An **annual depreciation of 10%** in value will apply to iFloors laminates. Replacement of older products may therefore require a payment of the corresponding difference by the buyer.

No liability is accepted for **consequential damages**, including but not limited to reinstallation, removal, or transport costs of damaged flooring.

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### **Installation Guarantee**

We offer a **2-year workmanship guarantee** on all installations completed by iFloors-accredited installers.

This guarantee covers the installation of flooring materials but **excludes** door profiles, stair profiles, and skirtings.

- Any concerns or complaints regarding installation must be reported to iFloors **within 24 hours** of completion.
- The customer or an authorised representative must be present at handover to sign off the installation.
- If the installation is not signed off for any reason, it will be deemed complete.

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### **Legal Notice**

This guarantee is provided in addition to your statutory rights under the **Consumer Protection Act (Act No. 68 of 2008)**. It does not limit or replace any rights you have in law.