



EasyClick

— BY DESIGNER TILE CO. —

Warranty Guide

Where Durability
Meets Elegance



EasyClick SPC Flooring Warranty

Built to Last. Backed with Confidence.

At Designer Tile Co, we believe exceptional flooring should come with exceptional peace of mind. That's why every EasyClick SPC floor is manufactured to the highest quality standards and backed by our comprehensive warranty.

Our EasyClick SPC flooring includes:

- Up to 25-Year Residential Warranty
- Up to 10-Year Commercial Warranty

This warranty applies to manufacturing defects and demonstrates our confidence in the performance and durability of every EasyClick floor.

Understanding Your Warranty

This is a limited manufacturer's warranty covering manufacturing defects only. It is not an insurance policy and does not cover accidental damage, misuse or incorrect installation.

Should a genuine manufacturing fault be confirmed, our liability is limited to either:

- Replacement of the affected flooring material, or
- A refund up to the original purchase price paid to Designer Tile Co.

The warranty covers the flooring product only and does not include labour, fitting costs or any consequential losses.



Before You Install

Please read both this warranty and the EasyClick installation guide carefully before installation begins.

It is essential that the flooring is:

- Inspected before fitting.
- Installed in accordance with our installation instructions.
- Maintained using our recommended care guidelines.

Installing flooring that is visibly defective or failing to follow the installation instructions may invalidate your warranty.

Every EasyClick product is designed with specific installation requirements. Taking the time to prepare correctly will ensure your floor performs beautifully for many years.



What Is Not Covered

This warranty does not cover:

Incorrect Installation

- Failure to follow Designer Tile Co.'s installation or maintenance instructions.
- Installation over unsuitable, uneven or unstable subfloors.
- Flooring installed despite visible defects prior to fitting.
- Failure by the installer to inspect the flooring before installation.

Moisture & Environmental Damage

Damage caused by:

- Leaking pipes
- Flooding
- Excessive subfloor moisture
- High humidity
- Incorrect cleaning methods
- Any moisture conditions outside our installation requirements

Fixed Furniture & Heavy Fixtures

EasyClick flooring must be allowed to expand and contract naturally.

The warranty does not cover damage caused where flooring has been installed beneath or fixed under:

- Kitchen cabinets
- Islands
- Baths
- Toilets
- Built-in furniture
- Other permanently fixed items

These items should always be installed before the flooring.



What Is Not Covered

This warranty does not cover:

Damage Through Misuse

Including but not limited to:

- Dragging heavy furniture
- Impact damage
- Scratches caused by negligence
- Damage from falling objects
- Lack of protective felt pads
- Damage from unsuitable castors or furniture wheels

Heat & Sunlight

Damage caused by excessive heat or prolonged direct sunlight is not covered.

Where necessary, blinds, curtains or other suitable window coverings should be used to minimise prolonged UV exposure.

Underfloor Heating

Where approved for use with underfloor heating:

- Maximum floor temperatures must never exceed those stated within the installation instructions.
- The subfloor must remain flat, stable and fully compliant with installation requirements.

Appearance Variations

The following are considered normal characteristics and are not defects:

- Shade variation
- Colour differences
- Texture variation
- Differences between samples, photography and delivered products
- Variations between production batches

For the most natural appearance, we recommend mixing planks from at least three boxes during installation.



What Is Not Covered

This warranty does not cover:

Other Exclusions

This warranty does not cover:

- Flooring sold as Seconds or Graded stock.
- Exterior installations.
- Any application outside approved residential or commercial interiors.
- Damage to walls, trims, furniture, heating systems or surrounding structures.
- Consequential loss, inconvenience or financial loss beyond replacement of the flooring itself.



Installer Responsibilities

The installer is responsible for ensuring:

- The site is suitable for installation.
- The subfloor meets industry standards.
- Correct installation methods are followed.
- All flooring is inspected before fitting.

Planks with visible defects must not be installed.
Once installed, the flooring is deemed accepted.

Making a Warranty Claim

If you believe your flooring has developed a manufacturing defect, please contact the retailer or supplier from whom your flooring was purchased.

They will initiate the warranty claim process on your behalf.
Where necessary, Designer Tile Co. may appoint an independent flooring inspector to assess the installation.

If an inspection is required:

- The inspection fee is initially payable by the customer.

If a manufacturing defect is confirmed, the inspection fee will be reimbursed in full.

Warranty Conditions

This warranty:

- Applies only to the original purchaser.
- Is non-transferable.
- Requires proof of purchase for all claims.
- Covers manufacturing defects only.
- Does not provide any additional express warranties beyond those stated here.

Designer Tile Co.'s maximum liability shall never exceed the original purchase price of the flooring supplied.



Your Statutory Rights

This warranty is provided in addition to your statutory consumer rights and does not affect those rights in any way.

For further information regarding installation, maintenance or warranty claims, please contact your original point of purchase.