



WARRANTY – URBAN TILE

During the warranty period set out below, R-Tek Manufacturing Ltd warrants that its products are free from defects resulting directly from imperfections in material or workmanship, with the exception of minor colour deviations which cannot technically be avoided and minor anomalies which do not materially reduce the usefulness.

If, during the warranty period detailed below and assuming proper use, abnormal wear and tear of the floor covering is found to have occurred due to a defect in material or workmanship, R-Tek Manufacturing Ltd will repair or replace free of charge the part on which the wear and tear has occurred. However, a charge of 12.5% of the original material price (depending on quality and/or application) will be made to the customer for each year after delivery and an additional 12.5% charge for each thereafter (i.e 2nd yr 25% - 3rd yr 37.5% - 4th yr 50% - 5th yr 62.5% - 6th yr 75% - 7th yr 87.5% - 8th yr 95%). R-Tek Manufacturing Ltd reserves the right to make minor colour deviations in the repaired or replaced part.

Warranty Period

The warranty applies for the period below from the date of delivery and is only valid for the first owner of the floor.

This warranty is in lieu of all other warranties, express or implied.

The warranty can only be enforced with the agreement of R-Tek Manufacturing Ltd. Through the retailer from whom the purchase was made directly to our head office. The notification must be accompanied by a copy of the original invoice.

Warranty periods:

	Wear layer	Commercial use
R-Tek Urban Tile	0.7mm	8 years



This warranty applies under the following conditions:

1. The warranty is only given if the floor has been professionally installed in accordance with R-Tek Manufacturing Ltd's installation instructions and the floor covering is suitable for the conditions of use.
2. The warranty is void if the damage is the result of normal wear and tear or improper handling such as negligent or incorrect use of the floor, inadequate or incorrect maintenance, damage, alterations or repairs to the flooring by third parties without the prior consent of R-Tek Manufacturing Ltd.
3. Professional maintenance and cleaning of the flooring must be carried out in accordance with R-Tek Manufacturing Ltd's instructions.
4. R-Tek Manufacturing Ltd. must be able to inspect the flooring and its condition for repair and cleaning.
5. R-Tek Manufacturing Ltd. is not responsible for damage to the flooring caused by burning, stretching, scalding or contact with chemicals such as cleaning agents.
6. Any right of recourse against R-Tek Manufacturing Ltd. lapses one year after the discovery of the damage or defects unless legal proceedings have been commenced against R-Tek Manufacturing Ltd. within that period.
7. The warranty extends only to the repair or replacement of the coating. All other liability is excluded. R-Tek Manufacturing Ltd. is therefore not liable for any consequential damage, such as loss of business, removal costs, loss of turnover, etc.

Any disputes will be referred to an authorised expert or a competent judge.

Floor Mats

To protect your R-Tek Manufacturing Ltd. floor, we recommend that you use a suitable floor mat/rug to prevent the ingress of dirt and moisture. Choose a high quality mat that does not contain octyl benzoate softener. This softener can cause bubbling and/or delamination of the top layer of your floor covering. For safety reasons, we therefore recommend that you do not lay the floor mats as they are, but create a cavity in the floor.

Prevention of discoloration :

All types of flooring, whether wood, vinyl or carpet, discolour under the influence of UV rays from sunlight. You can prevent this discoloration by using effective sun screens.