

CHROMA™

Global Flooring Solutions

Chroma Tones and Chroma Colours Warranty Details.



Chroma Global Flooring acts as a distributor for the company that manufactures Chroma Colours and Chroma Tones and supply these products on the assurance from the manufacturer that the products are fit for purpose for their intended use with commercial office environments.

The company offers a 5 year wear and tear defects warranty.

In the event of a complaint all detail should be made aware to the manufacturer. No complaint will be admissible in the following circumstances:

Damage resulting from inappropriate use with respect to the product usage classification (especially outdoor use, use on heated flooring of temperature greater than 28 °C).

Damage resulting from non-compliance with fitting recommendations, or poor fitting, or poor preparation of the base (especially with respect DTU53.1 specifications).

Damage resulting from inappropriate upkeep or upkeep which is non-compliant with manufacturer's recommendations

Problems with dirt, especially for light colours, cannot be equated to premature wear of the product.

Damage linked to abrasive, sharp or cutting materials or objects.

Damage resulting from intentional or unintentional spraying on the surface of the covering with a chemical product whose action causes colour loss (such as bleach, an oxidizing upkeep product, scent spray, etc.).

Damage resulting from burns.

Shading inherent to all cut pile carpets (direction of the pile).

Damage incurred during transport with no reservation on the delivery slip.

Damage caused by the stocking or handling of the product.

Damage linked to moving furniture without suitable protection.

Deterioration due to atmospheric pollution (ozone, nitrogen oxide etc.)