



Terms and Conditions

1. FloPlast's performance guarantee period ("the Guarantee Period") is 10 years from the date of installation, however this will only apply if the installation in question meets the following terms and conditions:

- The installation has been fitted exclusively with FloPlast products (No mixed systems).
- The guarantee is registered online at www.floplast.co.uk within 1 month of installation.
- The system has been installed in accordance with the FloPlast Installation and Technical guide (available for download from the FloPlast website www.floplast.co.uk).

- The installation excludes any form of coating, paint or other surface treatments, (with the exception of the "Cast Iron" style range where a specific FloPlast formulated coating has been applied to the products).
- Defects are notified to FloPlast in writing within 3 months of their appearance together with a proof of purchase.
- The defects are examined and remedial approval has been given by FloPlast Technical Services.
- The installation is situated within the United Kingdom, Ireland or the area of mainland Europe defined by the area north of an east-west line which passes through Paris.

2. The FloPlast guarantee applies to defects in products appearing within the guarantee period which consist of warping, splitting, cracking or discoloration*, which in the case of roofline profiles and mouldings do not conform with the colourfastness and weathering criteria as defined within BS7619: 1993 or in the case of rainwater profiles and mouldings, do not conform with the colourfastness and weathering criteria as defined in BS EN 607: 2004 and BS EN 12200: 2000.

For the purpose of this guarantee, the terms 'colourfast' and 'colourfastness' refer to the change in colour of the product when compared to an unexposed controlled sample of the product.

3. Exclusions:

This guarantee does not apply to any of the following:

- Products that have been abused or adulterated which include (without limitation) malicious damage, exposure to solvents or inappropriate cleaning products, aggressive industrial environments, abnormal weather conditions or exposure to annual solar radiation that exceeds 80 Kilolangleys.
- Fair wear and tear, normal ageing and damage caused by external physical agents.
- Performance outside the scope of BS7619: 1993, BS EN 607: 2004 or BS EN 12200: 2000.
- The application of any coating, paint or other surface treatments will void the guarantee.
- Pastel colours such as caramel, sand and grey are not covered by this guarantee.

4. FloPlast's liability under the guarantee is limited (at their discretion) to free issue replacement or repair of any defective materials. The guarantee is given subject to FloPlast's standard terms and conditions of sale.
5. FloPlast will not be responsible for the installation cost of replacement products or for consequential loss of any kind.
6. The guarantee will apply in the same terms to subsequent owners of the property provided every change of ownership is duly registered through FloPlast's website www.floplast.co.uk within one month of the change of ownership.
7. This guarantee does not affect the statutory rights of the consumer.
8. The guarantee shall be interpreted only in accordance with English Law and subject to the jurisdiction of the English Courts in respect of all installations.

* excludes caramel, sand & grey rainwater colours.

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