

**Between:** Igloo Surfaces Limited, with its head office located at:  
Igloo Surfaces, Unit 2E, Coalpit Road, Denaby, DN12 4LH

**And:** ..... (Purchaser)

This product has been manufactured and tested to the highest quality standards. The limited warranty offered by Igloo Surfaces Limited covers defects in material for U-PVC cladding sheets and ceiling panels. This warranty extends to the original purchaser only and is non-transferable. Only consumers purchasing Igloo Surfaces products may obtain coverage under our limited warranties.

## What is covered

**Igloo Surfaces Limited warrants this product against defects in material as follows:**

Igloo Surfaces Limited will replace at no charge for replacement products that proves defective material, under normal installation, use, service and maintenance. If Igloo Surfaces Limited is unable to provide replacement or cannot be made in a timely fashion, Igloo Surfaces Limited may elect to refund the purchase price in exchange for the return of the product.

Our Liability to you will be limited to a full refund of the goods purchased.

## How long does the coverage last

The warranty Igloo Surfaces Limited offer periods of between ten (10) and twenty (20) years from the documented date of purchase. **Striking and subtle range (20-Years).**

**Decorative panels (10 years)**

**Please note – Ceiling panels - 5 years**

**Vinyl flooring – 10 commercial, 20 years domestic**

**Taps and showers – 2 years**

## What our warranty does not cover

**The warranty Igloo Surfaces offer does not cover any problem that is caused by:**

- A. Conditions, malfunctions or damage not resulting from defects in material.
- B. Conditions, malfunctions or damage resulting from (1) normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration.
- C. Accessories or related products supplied by Igloo Surfaces. Our limited warranties are void if a product is installed using improper installation guidelines.

## How to file a claim

Igloo Surfaces Limited will not provide any warranty coverage unless claims are made in compliance with all terms of the controlling warranty statement included with your product and you follow proper return procedure. To request warranty service, you will need to provide:

1. The sales receipt or other evidence of the date of purchase.
2. A detailed description of the problem.
3. Ensure package is carefully packed with a label addressed:  
Unit 2e, Coalpit Road, Denaby, DN12 4LH

When warranty service is completed, any replacement product will be returned to you postage prepaid.

Replacement (or, in limited circumstances, refund of the purchase price) as provided under this warranty is the exclusive remedy of the purchaser.

Igloo Surfaces Limited shall not be liable to the purchaser or any other person for any incidental, special or consequential damages, arising out of breach of this warranty or any implied warranty (including but not limited to any implied warranty of merchantability).

#### Liability for damages

To the maximum extent permitted by applicable law, in no event shall Igloo Surfaces Limited or its suppliers be liable for any damages whatsoever (including without limitation, installation costs, special, incidental consequential, or indirect damages for personal injury, loss of business profits, business interruption or any other pecuniary loss) arising out the use of or inability to use this product.

#### How does the law apply

The Sale and Supply of Goods to Consumers Regulations 2002 states that if a guarantee provider offers a guarantee on goods sold or supplied to consumers, the provider takes on a contractual obligation to honour the conditions set out in the guarantee. Our warranties do not affect any additional rights consumers have under laws in their jurisdictions governing the sale of consumer goods. You may be required by law to give us a reasonable opportunity to correct or cure any failure to comply before you can bring any action in court against us under The Sale and Supply of Goods to Consumers Regulations 2002.

**PLEASE NOTE – For this warranty to be valid it must be filled in and returned within 2 months.**

#### Head Office

Igloo Surfaces, Unit 2E, Coalpit Road, Denaby, DN12 4LH



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#### Igloo Surfaces Certifications & Accreditations

