

GF Click SPC guarantee

The full terms of the GF guarantee on rigid-core click SPC flooring.

COVERS GF Click SPC and GF by AW Click SPC

Guarantee periods

Range	Residential use	Commercial use
GF Click SPC	Lifetime	15 years
GF by AW Click SPC	25 years	Residential only

"Lifetime" means 35 years from the date of purchase. All periods run from the date of purchase.

What is covered

We guarantee that your GF Click SPC floor will be free from manufacturing defects, and will not wear out through normal use, for the guarantee period. In particular, the guarantee covers:

- Manufacturing defects in materials and workmanship
- Wear-out: the complete wearing away of the printed design and colour through breakdown of the wear layer under normal use
- Delamination or separation of the product's layers, including the built-in underlay
- Structural failure of the rigid core
- Failure of the click locking system due to a manufacturing defect

Conditions

To keep the guarantee valid, the floor must be:

- Fitted by a competent professional in line with BS 8203 and the relevant GF installation guide.
- Installed indoors, in a heated, climate-controlled room kept at 18–27°C and 35–60% relative humidity.
- Not installed in unheated, external or semi-external areas, or under permanently fixed furniture such as kitchen islands.
- Cleaned and maintained as described in the GF LVT and SPC care guide, using pH-neutral, vinyl-safe cleaners, with felt pads on furniture and non-rubber-backed mats.
- Underfloor heating kept within the limits in the installation guide, with the floor temperature never above 27°C.

The floor must be fitted as a floating floor with the expansion gaps in the installation guide. It must not be glued down, pinned through, or fitted under kitchen units, islands or other fixed furniture.

You must also keep your original invoice and the date the floor was fitted, and at least three spare planks from the original batch (five for herringbone), which may be needed for testing if you make a claim.

Check every plank before it is fitted. Planks with visible faults must not be fitted. Once a plank has been fitted, any visible fault it had is treated as accepted. Up to 5% of planks in a pack may be set aside for this reason, and the product is made to a dimensional tolerance of $\pm 0.5\text{--}1\text{mm}$.

What is not covered

- Faulty installation, including an uneven subfloor, missing expansion gaps and underfloor heating used outside the limits in the installation guide
- Moisture or water pressure from the subfloor, rising damp, flooding, leaks, plumbing failures or standing water
- Scratches, scuffs, dents, cuts, burns, and damage from impact, dragged furniture, heavy rolling loads, stiletto heels, pets, grit or sand
- Gradual loss of gloss, and normal wear that has not worn through the wear layer
- Stains, and damage from spills, corrosive chemicals, unsuitable cleaning products, abrasive tools, wax or polish
- Discolouration from rubber- or latex-backed mats and rugs
- Fading, discolouration or movement from prolonged direct sunlight or other heat sources
- Damage in transport, storage or handling after delivery
- Floors installed outdoors, or in unheated, external or semi-external areas
- Fire, storm and other events beyond reasonable control

Making a claim

1. Contact the retailer you bought your floor from, in writing, within 14 days of noticing the problem.
2. Include a copy of your original invoice, the date the floor was fitted, photographs of the problem and a short description.
3. If the problem is covered by this guarantee, we will repair or replace the affected area with the same or an equivalent GF product. If your design is no longer available, we will offer a replacement of the same quality.

General terms

- The guarantee applies to the original purchaser only, for GF flooring bought from an authorised GF retailer and installed in the United Kingdom.
- It covers the flooring itself. It does not cover labour, installation, additional materials, lifting or relaying, or any consequential loss.
- If there is a dispute, either party may ask an independent flooring expert for a binding opinion, with the cost agreed in writing beforehand.
- This guarantee is in addition to your statutory rights, and does not affect them.

These are the GF Flooring instructions and terms for this product, issued September 2026. For the latest version and the rest of the GF guides, visit gf-flooring.uk/guides/.