

GF Engineered Wood guarantee

The full terms of the GF guarantee on real oak engineered wood flooring.

COVERS GF Herringbone, GF Plank and GF Versailles

Guarantee period

Range	Guarantee
GF Herringbone	25 years
GF Plank	25 years
GF Versailles	25 years

The guarantee runs from the date of purchase and covers normal domestic use.

What is covered

We guarantee that your GF Engineered Wood floor will be free from manufacturing defects in materials and workmanship for 25 years.

Conditions

To keep the guarantee valid, the floor must be:

- Fitted by a competent fitter in line with the GF Engineered Wood installation guide.
- Installed indoors in a heated room at normal living conditions (18–27°C).
- Not installed in bathrooms, wet rooms, basements, poorly ventilated rooms, other damp or high-humidity areas, or outdoors.
- Cleaned and maintained as described in the GF Engineered Wood care guide.
- Underfloor heating kept within the limits in the installation guide, with the floor temperature never above 27°C.

You must also keep your original invoice and the date the floor was fitted.

Check every board before it is fitted. Boards with visible faults must not be fitted. Once a board has been fitted, any visible fault it had is treated as accepted. Up to 5% of boards in a pack may be set aside for this reason, and boards are made to a dimensional tolerance of ± 0.5 –1mm. Real oak varies in colour, grain and knots. This natural variation is not a defect, and boards cannot be rejected for colour or grade.

What is not covered

- Faulty installation, including an unsuitable or damp subfloor, missing expansion gaps and underfloor heating used outside the limits in the installation guide

- Normal wear of the finish, and natural changes in colour from light and ageing
- Gaps, cupping or movement caused by humidity, dampness, water, flooding or leaks
- Scratches, dents and other surface damage, including from furniture, stiletto heels, pets, grit, sand or stones
- Stains, and damage from unsuitable cleaning products or a lack of maintenance
- Damage in transport, storage or handling after delivery
- Floors installed in bathrooms, wet rooms, basements, high-humidity or poorly ventilated areas, or outdoors
- 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/.