

GF Glue Down LVT guarantee

The full terms of the GF guarantee on glue-down luxury vinyl.

COVERS GF Glue Down 0.3, GF Glue Down 0.55, GF Glue Down 0.7 and GF by AW Glue Down

Guarantee periods

Range	Residential use	Commercial use
GF Glue Down 0.3	Lifetime	10 years
GF Glue Down 0.55	Lifetime	15 years
GF Glue Down 0.7	Lifetime	20 years
GF by AW Glue Down	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 glue-down 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
- Structural failure of the product
- Waterproof performance, where the floor has been fitted correctly

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 35–65% 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.

You must also keep your original invoice and the date the floor was fitted, and at least three spare planks or tiles from the original batch, 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 poor subfloor preparation, unsuitable adhesives 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/.