



Warranty Guidelines

India's leading SPC Flooring Manufacturers

Captain of flooring™

Effective from 01/06/2025

Product Selection Guidelines

Product: 5MM [4+1/0.3MM]

- The 5MM product is recommended for "tile-on-tile" renovations - to be applied over tiles, marble, or any pre-installed flooring products for residential or low commercial usage.
- This product is strictly not recommended for commercial areas where wheelchairs are used.
- This product is also not recommended for installation on cement concrete flooring.

Product: 7MM [6+1/0.5MM] & 6MM [5+1/0.5MM]

- The 7MM and 6MM products are designed for use in residential and commercial areas.
- These products are suitable for areas where wheelchairs are used.
- They can be installed on levelled cement concrete (PCC) floors.

Product Warranty

- This warranty covers SPC flooring products manufactured by Florim Global Private Limited (FGPL).
- This document outlines the warranty conditions for SPC products used in civil, commercial, and industrial environments accepted by FGPL.
- They can be installed on levelled cement concrete (PCC) floors.

Product Thickness/ Wear Layer			
7MM & 6MM/0.5MM		5MM/0.3MM	
Residential	Commercial	Residential	Commercial
10 Years Warranty	7 Years Warranty	5 Years Warranty	3 Years Warranty

Warranty Guidelines

Warranty Prerequisite:

- The flooring must be properly cured and free from moisture.
- The subfloor must be a 100% levelled new PCC floor, tile, marble, or granite.
- Flooring with a maximum undulation of 1MM is acceptable for products up to 5MM thickness, and 2MM undulation for products of 6MM and above.

Warranty Terms

- FGPL warrants that SPC flooring products will be free from manufacturing defects for a period consistent with the applicable warranty duration, from the date of product purchase.
- SPC flooring products by FGPL are waterproof and will not be damaged under normal exposure.
- FGPL ensures that the product will not wear out the protective film during normal use.
- Wear loss is defined as the wear layer being attenuated, worn, or damaged to the extent that the printing film layer is visibly affected under normal usage.

Warranty Execution

- The warranty applies only to the approved damaged area based on an inspection by the company's representative, not the entire flooring.
- Warranty coverage will be disbursed on a Pro Rata basis, based on the installation date and year.
- Material and labour charges will be replaced proportionately each year and shared between FGPL and the customer.
- For example – for a product with a 5-year warranty, the company will cover the cost as follows:

100% in Year 1, 80% in Year 2, 60% in Year 3, 40% in Year 4, and 20% in Year 5.
The remaining cost will be borne by the customer.

Key Points:

- Fading or reduction in gloss over time is considered normal and is not covered under this warranty.
- In cases where FGPL and the buyer cannot agree on cost or replacement methods, FGPL reserves the right to replace the flooring as it deems appropriate.
- Manufacturing defects must be reported within 48 hours of receiving the goods.
- Amendments or supplements to the annual warranty will be made in accordance with FGPL's regulations.
- FGPL has the final judgment and may deny a claim in certain cases.
- This warranty is non-transferable and applies only to the original purchaser.
- This warranty covers only products that are properly installed and used indoors, in accordance with FGPL's installation instructions and recommended tools.
- FGPL reserves the right to inspect any flooring considered defective by the customer. Depending on the situation, FGPL may appoint a company representative and/or an independent inspector.

No Warranty Cases

- Errors in the locking system due to warping, excessive substrate roughness, inappropriate backing materials, or excessive load.
- Product not stored under normal temperature and humidity conditions.
- Improper installation without leaving a 6MM to 8MM expansion gap at wall joints.
- Use of adhesives not recommended by FGPL.
- Improper cleaning methods, including damage from soaps, chemicals, or high-concentration detergents.
- Damage caused by cigarette/cigar burns, floods, fires, or other disasters.
- Stains or discoloration from dyes (carpets, adhesives, oils, etc.), or fading due to direct sunlight.
- SPC products installed on foam, rubber, or cork linings not approved by FGPL.
- Minor differences in color, shade, or texture compared to samples, or due to lighting variations.
- Darker-colored products may show more scratches and dirt; these require extra care and are not covered under warranty.

Installation Area:

SPC flooring is intended for interior installation only.

It is not recommended for areas with direct sunlight exposure, high moisture, or where liquids are frequently used over extended periods..

Warranty Card

CUSTOMER NAME	
ADDRESS	
CONTACT NUMBER	

FLORIM GLOBAL PVT. LTD.
(Formerly known as Florim Decoratives Global Pvt. Ltd.)



Survey No.92/p5-p1, 93-p1/p3/p4/p5
Tankara-latipar Highway, Besides Sahkar
Cotton, Hirapar, Morbi, Gujarat, 363 650



Office Address
The Spire, Office No. 809, 150ft. Ring
Road, Nr. BRTS Bus Stop, Sheetal
Park, Rajkot, Gujarat-360 007

Terms And Conditions

The Flooring Warranty Is Valid Only If The Flooring Is For Indoor Use (other Than Bathroom, Laundry, Toilet Or Other Areas Exposed To Water, Dampness Or Moisture) And If It Is Laid In accordance With Standard Installation Practices

Surface Wear Must Not Have Occurred As A Result Of Incorrect Maintenance Or Accident, Such As Damage Caused By Scratching, Impact Or Cutting. Surface Wear Must Be Readily Visible (i.e. Approximately 3/2 Square Inch)

The Warranty Does Not Apply To Accessories Such As Skirting and Profiles.

Damages Resulting From Improper Storage, Handling, Machining, Joinery And Other Mechanical, Chemical Or Any Other Treatment Are Not Covered Under This Warranty.

Please read the details of Warranty Terms & Conditions on the website.

In Case Of A Complaint, Contact Our Dealer With This Warranty Card And Proof Of Purchase. Thereafter, Our Authorized Technical Expert Shall Inspect And Provide A Solution.

This Warranty Extends Only To The End Residential/Commercial User.

All Disputes Arising Out Of The Warranty Shall Be Subject To The Exclusive Jurisdiction Of The Appropriate Courts At Rajkot, Gujarat.

All Disputes Arising Out Of The Warranty Shall Be Settled By A Sole Arbitrator To Be Appointed By The Company.

WARRANTY CODE	
CUSTOMER NAME	
CONTACT NUMBER	
EMAIL ID	
ADDRESS	

Warranty Cover

Product Thickness/ Wear Layer			
7MM & 6MM/0.5MM		5MM/0.3MM	
Residential	Commercial	Residential	Commercial
10 Years Warranty	7 Years Warranty	5 Years Warranty	3 Years Warranty

THE WARRANTY COVERS THE FOLLOWING:

1. The protective surface will not wear through when used in a normal indoor residential/commercial living environment.
2. Floor will not fade due to normal residential/commercial usage
3. The floor will not be stained by substances normally found in a residential/commercial living environment, when removed and cleaned promptly and properly
4. Please read detailed Warranty Terms & Conditions on website

Information

Invoice No:

Invoice Date:

Specification:

Residential ☐ Commercial ☐

Rs.No.	Design Code	Batch	Area (Sq.ft/Sq.mt.)
1			
2			
3			
4			
5			

Dealer Stamp

Warranty Code:

Contact with us:

✉ info@madelinefloors.com

🌐 www.madelinefloors.com