Sleek Walls Product Warranty

10-Year Residential & Commercial Limited Product Warranty

1. Warranty

Sleek Walls warrants qualifying Sleek SPC wall panels against manufacturing defects under normal use for 10 years from the original purchase date for residential and commercial installations.

This is a limited product warranty additional to statutory rights and remedies.

2. Products Covered

The warranty applies to genuine Sleek Walls SPC wall panels purchased through Sleek Walls, an approved retailer or another authorised Sleek sales channel for installation in the United Kingdom. Proof sufficient to identify the product, purchase and installation must be available when a claim is made.

3. What the Warranty Covers

Subject to these terms, the warranty covers manufacturing defects that materially affect the panel's structural integrity or intended product performance. The warranty applies to the panel product itself; it is not a guarantee against failure of the complete wall assembly, building, substrate, adhesive, sealant, plumbing or other third-party materials.

4. Water Resistance and Wet Areas

Sleek SPC wall panels are intended for suitable bathroom and wet-space applications when correctly installed. The panel material's water-resistant/waterproof performance does not remove the need for correct substrate preparation, joints, edges, corners, penetrations, trims and sealing details.

Water ingress caused by failed or omitted seals, joints, plumbing, substrate/building defects or incorrect installation is not a manufacturing defect in the panel.

5. Installation Requirements

Panels must be installed in accordance with the Sleek Walls instructions applicable at installation, on a suitable, sound, clean, dry and appropriately prepared substrate using compatible adhesives, sealants, trims and installation methods.

- Existing tiles or other overclad surfaces must be secure and suitable where panels are installed over them.
- Panels must be inspected before and during installation.
- Joints, edges, internal/external corners and penetrations must be detailed and sealed as required for the location.
- Wet-area installations must follow the applicable wet-area detailing requirements.
- Building movement, substrate movement and plumbing defects must be addressed independently of the panel system.

6. Installation & Warranty Record

Sleek Walls strongly recommends completion of SW-FRM-WAR-01, recording product/batch, purchase/installer information, substrate condition, preparation, adhesive, joints/edges/corners/penetrations/sealing, staged photographs and final installation photographs.

Failure to complete the Sleek form does not automatically invalidate the warranty. Where cause may depend on installation, substrate, sealing, wet-area detailing or site conditions, sufficient evidence must be provided to allow a reasonable assessment.

7. Inspection Before Installation

Panels showing an obvious visible defect, significant damage or apparent problem should not knowingly be installed without first referring the matter to the supplying retailer or Sleek Walls. Installation of an obvious defect may affect the extended warranty where it causes avoidable additional cost. Statutory rights remain unaffected.

8. What Is Not Covered

- incorrect installation, unsuitable substrate or inadequate preparation;
- failure of adhesive, sealant, trims or other third-party materials;
- failed, omitted or incorrectly formed joints, edges, corners, penetrations or seals;
- water ingress from plumbing, building fabric, substrate or other external source;
- structural or substrate movement, settlement or building failure;
- impact, scratching, cutting, drilling or accidental/deliberate damage;
- excessive heat, fire or installation outside applicable product requirements;
- inappropriate chemicals, cleaners, maintenance, abuse, misuse or neglect;
- damage from subsequent trades, fixtures or alterations;
- installation in an environment for which the product is not suitable; or
- normal appearance variation or matters that are not manufacturing defects.

9. Normal Wear and Appearance

Normal ageing, minor surface marking, changes in gloss, effects of light/environment, reasonable colour/shade/print variation, batch variation and normal differences between panels and samples/photography/digital displays are not manufacturing defects.

10. Making and Assessing a Claim

Claims should normally be made through the supplying approved retailer where reasonably practicable, or directly to Sleek Walls where appropriate. The claimant may be required to provide proof of purchase, product/batch details, installation information, SW-FRM-WAR-01 where available, photographs/video, substrate and wet-area installation evidence, installer details and other information reasonably necessary.

Sleek Walls may request reasonable access for inspection. Where only part of an installation is affected, assessment will normally focus on the verified affected area.

11. Remedy for an Accepted Claim

For an accepted claim, Sleek Walls will determine an appropriate remedy having regard to the nature, extent and age of the defect. It may repair where practicable, supply replacement panel product for the verified affected area, provide a reasonably comparable current product if the original is unavailable, or provide another appropriate product-value remedy.

A local defect does not automatically require replacement of unaffected panels throughout a room or property.

12. Labour and Ancillary Costs

Unless required by applicable law or expressly agreed in writing, this extended product warranty does not automatically cover removal, disposal, installation/reinstallation labour, decoration, removal/refitting of sanitaryware, furniture, fixtures or fittings, temporary accommodation, business interruption, loss of use, or indirect/consequential losses. Statutory rights and non-excludable remedies remain unaffected.

13. Discontinued Products and Matching

Décors and specifications may change during the warranty period. An identical décor, batch, shade or specification is not guaranteed to remain available. A reasonably comparable current product may be provided where appropriate. Reasonable matching differences do not themselves require replacement of unaffected panels.

14. Transfer

Unless Sleek Walls expressly agrees otherwise in writing, this extended 10-year warranty applies to the original qualifying purchaser/installation and is not transferable. Any agreed transfer does not restart the original warranty period.

15. Residential and Commercial Use

The 10-year term applies to qualifying residential and commercial installations, but does not mean every product is suitable for every environment. Product suitability must be determined from the applicable product specification and installation requirements.

16. Statutory Rights

Nothing in this warranty affects, excludes or restricts statutory rights or remedies under the Consumer Rights Act 2015 or other applicable law. Where a term conflicts with a right or remedy that cannot lawfully be excluded or restricted, the statutory right or remedy prevails.

17. Guarantor and Territory

Territory: United Kingdom, for qualifying products supplied for installation within the United Kingdom.

Guarantor: Sleek Flooring Ltd (company number 16908746), trading as Sleek Walls,
25A Park Square West, Leeds, LS1 2PW, United Kingdom.