

## Warranty

### Thank you for choosing Dycem

In order to activate your 1 year warranty\*, please fill out and return this card with the requested information.

**It is important that you return the warranty to us within 30 days of purchase.**

#### Our promise to you

We will do everything in our power to ensure total satisfaction with our Contamination Control Zones.

Please let us know how you are getting on - we like to hear good news. Alternatively, please let us know if at any stage we fall short of your expectations by emailing us at: **customerservices@dycem.com** and we will strive to resolve your issues as soon as possible.

If you have a moment please email us any other comments or the contacts of anyone you feel may benefit from using Dycem.

**Your Satisfaction** is very important to us - Dycem is committed to providing the best service to its customers. To help us focus on the things that are important to you, please fill in the satisfaction questionnaire and return to us at your earliest convenience.

#### Warranty Statement

\*Dycem products & Dycem installations are covered by a 12 month warranty.

The expected life span of CZ01 & CZ02 is a maximum of 3 years, providing all of the Dycem instructions are followed. **(Dycem Cleaning Instructions and how to use your Dycem)**

CZ01 & CZ02 not installed by Dycem Service Technicians or an approved flooring contractor will have a 6 month warranty on products only. Any damage caused by faulty installations is not covered.

Dycem will carry out PCE testing annually and send a report of our findings as part of our warranty + service. Recommendations in the report should be commitment followed to ensure lifespan.

For more information please visit [www.dycemcc.co.uk/products/cleaning/](http://www.dycemcc.co.uk/products/cleaning/) & Service contracts are available on request.

**E:** customerservices@dycem.com

**T:** +44 (0) 117 9559921

**F:** +44 (0) 117 9541194



## Warranty Your Information

Contact Name

Job Title Company

Name Company

Address

Telephone Number

Email

Nature of Business

Why did you purchase Dycem?

Who did you purchase Dycem from?

### Details of your Dycem floor coverings

<b>Location 1</b> <input type="text"/>	Date Installed <input type="text"/>
Product Name <input type="text"/>	Colour <input type="text"/>
Size <input type="text" value="Width (m)"/> <b>X</b> <input type="text" value="Length (m)"/>	
<b>Location 2</b> <input type="text"/>	Date Installed <input type="text"/>
Product Name <input type="text"/>	Colour <input type="text"/>
Size <input type="text" value="Width (m)"/> <b>X</b> <input type="text" value="Length (m)"/>	
<b>Location 3</b> <input type="text"/>	Date Installed <input type="text"/>
Product Name <input type="text"/>	Colour <input type="text"/>
Size <input type="text" value="Width (m)"/> <b>X</b> <input type="text" value="Length (m)"/>	

If you have more than 3 areas please do not hesitate to contact us on the email address below for additional warranty sheets

**E:** [customerservices@dycem.com](mailto:customerservices@dycem.com)

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