

# WARRANTY GUIDE

## Vinyl Floors

*Thank you for choosing Woden Flooring! Woden Flooring Vinyl Floors are covered by a 20-year limited residential warranty or a 5-year limited light commercial warranty, from the original date of purchase, and this warranty applies only to the original end user. These warranties are valid only when installed and maintained in accordance with Woden Flooring's recommended installation, and maintenance guidelines, as well as usage under normal household/office conditions in a dry enclosed residential/commercial building.*

*Subjective and personal preferences are not considered defective. It is the responsibility of both the purchaser and the installer to ensure products meet expectations prior to and during installation, as they are considered accepted once installed. Woden Flooring strongly recommends that our Vinyl floors are installed by professional and experienced installers, errors or damage that often arise because of negligence or poor quality of installation are not covered by this warranty.*

## GENERAL WARRANTY

- 1. It is the responsibility of the homeowner to ensure that the environment is kept clean – free from debris and other corrosive material or substances for but not limited to cleaning.*
- 2. This warranty is intended to cover only the value of the flooring when purchased, and does not cover any further expenses, damages, losses, or liabilities incurred because of the claim.*
- 3. This warranty is offered to the original purchaser and is non-transferable.*
- 4. This warranty is valid provided that the floor is correctly installed – following NWFA standards and proper maintenance is performed on a regular basis. Woden Flooring does not offer coverage for damage due to misuse and abuse – see exclusions for more details. Misuse such as dragging heavy furniture, excess exposure to snow removal salt, and malpractice with pets will damage vinyl flooring and voids this warranty. Normal wear and tear of flooring products is expected in casual use and is not covered by this warranty as this warranty is solely intended to cover defects in manufacturing.*
- 5. This warranty covers the residential use of flooring products indoors only and does not extend to cover commercial applications. The ideal temperature for our flooring products (while keeping in mind varying environmental conditions) range from 18 C (65 F) to 25 C (76 F). The relative humidity level (RH) for Vinyl flooring should be anywhere from 35% to 55%.*
- 6. Note: excessive gapping is frequently caused by but not limited to joints not correctly installed or blocked by debris, extreme dryness, floors being pinned down by incorrectly installed mouldings.*
- 7. Vinyl products are 100% waterproof, it is NOT a moisture barrier, if excessive moisture or standing water manages to get trapped underneath the planks for extended periods of time, there is a chance for mold and mildew to grow. Any damages as a result are not covered by this warranty.*

**EXCLUSIONS**

Products sold as “clearance” or “as-is” is excluded from this warranty. This warranty does not extend to or cover the following damages which are caused by, but not limited to:

- 1. Damage due to neglect or improper storage/handling
- 2. Defects or damage caused by installation that does not comply with recommended installation procedures (for details please refer to the installation sheet). Any failure because of improper installation is the sole responsibility of the flooring contractor, installer and/or the end user
- 3. Exposure to environments and conditions outside recommended temperature and humidity levels
- 4. Improper maintenance
- 5. Damage resulting from use of strong detergents, chemicals, paints, dyes, mats, fertilizers, or other similar materials
- 6. Normal wear and tear
- 7. Improper alterations to the original product
- 8. Water damage i.e., floods, leaks etc.
- 9. Fire damage
- 10. Damage related/arising from radiant heating
- 11. Damage caused by moving appliances or heavy furniture without protecting the floor (Always protect floor by using protective covering when moving heavy objects)
- 12. Damage due to a variation in light exposure such as discoloration in direct sunlight
- 13. Furniture scuff marks due to negligence
- 14. Damage from pets
- 15. Damage from insects
- 16. Damage from use of steamer/cleaning/vacuuming apparatus
- 17. Damage because of this claim including to but not limited to loss of use of space, moving costs, hotel and accommodation costs, loss of time or goods
- 18. Imperfections which can only be visible at certain angles or specific lighting
- 19. Boards with cracks/splits because of unusual humidity, lack of climatization, improper installation
- 20. Failure to use proper adhesive
- 21. Insufficient prevention due to neglect
- 22. Damage from pebbles, sand, or other abrasives
- 23. Problems caused by moisture, mold, or mildew
- 24. Damage caused by water trapped under the floors

**CLAIM PROCEDURES**

To make a claim, please contact the Woden Flooring’s dealer where you purchased your material. Once the dealer verifies the claim, Woden Flooring will follow up with a preliminary investigation and determine the validation of this claim.

If an acceptable resolution is not possible through an on-site visit, Woden Flooring reserves the right to have a third-party inspector to investigate the claim further.

**DISCLAIMER**

Woden Flooring excludes and will not pay consequential damages (any loss of time, inconvenience, expenses, costs, etc.) under this Warranty. Repair of flooring material is the sole remedy. This Warranty does not include the cost of labour.